

August 2024 Change Day - Public Involvement Report

April 2024

Introduction

The Utah Transit Authority (UTA) proposed seven major changes to the transit system for implementation on August 2024 Change Day (August 18). Major changes are defined by UTA's Title VI program and include service changes that meet a threshold of change and any fare changes. The August 2024 proposed changes include three proposed fare changes. The proposed changes would affect FAREPAY Card, the Reduced Fare program, and UVX fares. There are also four proposed route changes affecting Routes 39, 201, 218, and 606.

UTA held a 30-day public comment period from February 28 through March 29 with multiple opportunities for the public to engage in the input process, including a virtual public meeting on March 13. This report details public involvement and feedback on the proposed changes.

**The proposed changes in detail for August 2024 can be found in Appendix 1*

Part 1: Public Engagement Efforts

Engagement Overview

| Engagement Component | Dates | Additional Detail |
|--------------------------|-----------------------|--|
| Public Notice | February 28 | A public notice was published on the Utah Public Notice Website with the proposed major changes in English and Spanish. |
| Public comment period | February 28- March 29 | 30-day period was required. 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) | March 13 | 14 days after public comment period was announced, this 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 comment during the meeting. A recording was made available following the event in English and Spanish. |
| Virtual engagement | February 28- March 29 | Available throughout the comment period online, included virtually accessible information, FAQs, and feedback opportunities through the website at rideuta.com/ChangeDay . |

Public Hearing Notice

A detailed public hearing notice was shared on the UTA website (rideuta.com) and on the Utah Public Notice Website in English and Spanish on February 28.

Virtual Public Meeting

The virtual public meeting was held on Wednesday, March 13th at 6pm. The event was held over Zoom webinars. Thirty-four individuals registered for the event and 17 attended the live event. During the virtual public meeting we had interpreters for those who requested 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. There are also recordings available on the UTA YouTube channel also in English and in Spanish. Engagement with the event on Facebook and YouTube is detailed below:

Facebook:

- 209 Views
- 5 Likes
- 0 Comments
- Link to the event on Facebook:
<https://www.facebook.com/RideUTA/videos/uta-august-change-day-public-meeting/2369830093205800>

YouTube:

- 299 Views (English Version)
- 223 Views (Spanish Version)
- 3 Likes (English Version)
- 1 Like (Spanish Version)
- 0 Comments
- Link to the event on YouTube:
<https://www.youtube.com/watch?v=obPCYEK6WFg>
- Link to the event In Spanish on YouTube:
<https://www.youtube.com/watch?v=kVOZaTn7IhE>

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

- Cost and revenue related to fare collection
- Removal of free fares on UVX
- Impact on ridership and traffic
- Accessibility of FAREPAY cards
- Equity and accessibility related to fare collection on UVX

Virtual Engagement

Information on proposed changes was shared widely via multiple avenues, including the website; a banner in the Transit App; service alerts; UTA's social media platforms, including Instagram, Facebook, and Twitter communication channels; partner and community emails, including Rider Insider newsletter; along with other media placements.

Detailed information was shared via UTA's website, including a comment form and a frequently asked questions resource. A carousel on the main page directed the public to detailed information on the proposed changes at rideuta.com/ChangeDay, as well as a banner inside of the Transit App. Information about the public hearing was also included on the public hearings page of the UTA website.

****A media summary for August Change Day 2024 Public Engagement can be found in Appendix 2***

Community Outreach

UTA's Community Engagement team supported outreach in Utah County to support awareness and information about the public comment opportunity to UVX riders and the surrounding community. The team first conducted a community asset audit to understand the context of the community and resources in the area to leverage to increase awareness of the public comment opportunity. In addition, the team provided on-system pop-up style outreach to UVX riders to ensure awareness and opportunity to participate in the public comment period.

Community Asset Audit Summary:

The audit aimed to identify and engage with key community assets, such as resources, services, or facilities, along the Utah Valley Express (UVX) route. This included businesses, city organizations, community-based organizations, and retail locations selling UTA FAREPAY Cards within a quarter-mile of the UVX route.

- Pre-Audit Preparation: Utilizing virtual tools such as Google Maps, the team identified potential community assets for the in-person audit.
- On-Site Audit: Conducted on February 22, 2024, the team began at Provo Central Station, visiting sites like Utah Community Action and ending at the Orem Central Station.

Findings:

The on-site audit provided valuable insights into the actual distance and accessibility of community assets from UVX platforms, differing from virtual perceptions. Importantly, the team was able to identify several high-traffic and strategically important locations for placing public announcement posters. These include local businesses, community centers, health services, and other places frequented by our diverse customer base, ensuring maximum visibility and engagement for our upcoming fare changes. The audit also underscored the need for safe, convenient access to UVX services, particularly for vulnerable populations who rely on public transit for their daily needs.

Engagement Outcomes:

Through the Community Asset Audit, the team not only identified key community resources and gauged their proximity and accessibility to UVX services, but also directly engaged with community members. This has put a face to UTA and UVX, allowing us to answer questions and gather contact information, thus fostering a culture of engagement. Additionally, this audit helped pinpoint locations to place public announcement posters and further inform the engagement strategy from February 28 to March 29.

Pop-up Outreach on UVX

The goal of the pop-up outreach was to enhance the visibility of the proposed UVX fare changes scheduled for August 2024 during the public comment period in March 2024. The Community Engagement team placed public announcement posters across strategic locations and engaged with pivotal community organizations to discuss the changes and understand how UTA could support a potential transition.

Key Activities:

- Successfully visited 11 out of the 18 targeted locations and made additional unplanned contacts with 8 other significant community assets.
- Key locations for poster placement included Maverik Gas Stations, two 7-Eleven stores, and Provo City Kiosk Bulletin Boards.
- The sites for poster placements were selected to maximize public awareness, given their high foot traffic and centrality in the community.
- The team placed 54 posters informing the community of the public comment opportunity.

Outcomes and Next Steps:

- These activities have provided us with a clearer understanding of community needs and preferences, which will inform the engagement strategy for August Change Day 2024.
- The feedback and relationships built will be integral in refining outreach tactics and improving overall service delivery.

Part 2: Public Comment Analysis

Engagement by the Numbers

| Mode | Comments (#) |
|--|--------------|
| Email | 18 |
| Mail | 0 |
| Customer Service | 3 |
| Public Hearing Comment Line | *2 |
| Online Comment Form | 1,443 |
| Virtual Public Hearing | 5 |
| Total | 1,471 |
| *A comment shared on the public hearing comment line was also shared via online comment form, so it will only be counted once. | |

Public Comment Overview

A total of 1,471 comments were received during the 30-day comment period for August Change Day 2024. A large volume of the comments expressed opposition to the sunset of the zero fare program on the rapid bus service in Orem/Provo. Commenters relayed scenarios in which the zero fare UVX system has been useful to them, concern over additional barriers potentially created, and questions regarding payment methods and enforcement. In addition to comments regarding fare on UVX, comments expressed some support for the changes to the Reduced Fare Program expanded income eligibility, as well as for the fare capping program to be implemented on FAREPAY. Many commenters raised questions about functionality of fare capping and indicate a need for additional information and education around this program. There was concern over the elimination of the 20% discount on FAREPAY. Comments regarding service indicated that the public desires additional frequency, particularly for the Route 39, along with other routes.

**A complete list of public comments can be found in Appendix 3*

Comment Themes

| Theme from Comments | Details |
|---|--|
| Opposition to fare on UVX | Many people are opposed to the implementation of fare on UVX |
| Fare enforcement/enforcement plan for UVX | Questions about how fare will be enforced |
| How to pay for UVX service | Questions about how people pay fare |
| Impact to ridership – cost/benefit | Questions and concerns about how ridership might be impacted by fare changes |
| Fare too high, cost/benefit with driving | Questions and concerns about fare changes impacting ridership and driving |
| Barriers for low income, youth, disabilities, those unable to drive, unsheltered riders | Many comments in this category specific to UVX |
| Zero fare support | Comments expressing support for zero fare |
| Air quality/ Traffic | Comments about transit benefits and ridership of transit benefitting air quality and traffic |
| Reduced Fare Program | All positive, support for increased access |
| Fare Capping and education about how it works | Support for daily maximum; but concerns about 20% discount elimination in its place; questions about what constitutes the week (days off in the middle of the week?) |

| | |
|---|--|
| Opposition to 20% discount elimination | People are concerned about the cost benefit to them with the elimination of the 20% discount |
| Route 39 | Public would like 15 min service |
| Bus Service & Frequency | Public would like more |
| TRAX & FrontRunner | Frequency, span of service |
| Route 606 | Neutral, minimal feedback |

- *Bolded themes directly address proposed changes for August 2024.*

The summary above provides an overview of the main routes referenced and topics expressed in the comments. Each comment received was read, analyzed, and individually coded for themes.

Summary of Findings

Through the public engagement process, 1,471 official public comments were received.

- The proposed change for UTA to implement fare capping on FAREPAY, which would allow frequent riders to have a maximum per-day charge, drew supportive comments, as well as questions about how it will work for riders.
- UTA also received comments expressing disappointment for our proposed change to remove the 20% discount for FAREPAY cards.
- The proposed change to sunset the free fare program for UVX drew many comments in opposition of this proposal.
- There were comments in support of the Reduced Fare program changes that would increase income eligibility to over 12,000 more riders.
- The proposals for routes 39, 201, and 218 to remain the same frequency for now was met with some frustration. The public would like to see frequency restored. The proposal to officially eliminate the route 606 was not discussed or opposed in the comments. as we continue to work on building up our bus driving staff and eliminating route 606.
- Comments also referred to other routes beyond those with proposed major changes for August Change Day 2024, largely to request service restoration, increased frequency, and improved span of service. Other routes mentioned include: F11, 17, 47, 62, 72, 205, 213, 223, 248, 473, 604, 612, 613, 640, 805, 821, 831, and FrontRunner. Comments that are not in the scope for the August 2024 Change Day plans are saved, categorized, and considered during future planning efforts, including the UTA Five-Year Service Plan which is updated on a two-year cycle (more information will be available summer 2024 at rideuta.com/FYSP).

Part 3: Proposed Changes Outcome

UTA recommends implementing the changes as proposed for the following routes: 39, 201, 218, 606. UTA also recommends implementing the proposed changes for the following fare updates regarding sunseting of the UVX Zero Fare program, FAREPAY Card changes, and the Reduced Fare program. These changes are scheduled for implementation August 18, 2024.

| Proposed Change for August 24 | Final Change for August 24 |
|--|---|
| UVX Fare implementation | Regular fare will be implemented on UVX. |
| Reduced Fare Expanded Income Eligibility | Reduced Fare income eligibility will be expanded to 200% Federal Poverty Level. |
| FAREPAY 20% Discount Elimination | The 20% discount on FAREPAY will be eliminated. |

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|-----------------------------|---|
| Fare capping implementation | A new fare capping program will be implemented on FAREPAY, setting a daily maximum fare. |
| Routes 39, 201, 18 | Routes 39, 201, and 218 will remain at their current level of service for August 2024 Change Day. |
| Route 606 | Route 606 will be discontinued on August 2024 Change Day. |

Part 4: Response to Public Comments by Theme

| Theme from Comments | UTA Response to Public Comment |
|--|--|
| Opposition to fare on UVX | <p>UTA heard from many members of the public and our riders that they oppose charging fare on UVX. We understand the opposition to this change and the impact it will have on the community. However, Zero Fare on UVX was always intended to be temporary. UVX was introduced as a Zero Fare service in 2018, funded by the Congestion Mitigation and Air Quality Improvement Program. This program covered the first three years of Zero Fare operation, and UTA extended Zero Fare as a long-term fare strategy was developed.</p> <p>The decision to charge fare aligns UVX with UTA's other bus rapid transit services that will eventually require fare, ensuring consistency across the UTA system. UTA's policy and practice is to charge fare for service system-wide, which ensures financial sustainability and supports our ability to maintain the transit system.</p> <p>UTA is exploring other ways to alleviate the impact, such as pass programs, community-funded subsidies, and Ticket As Fare for events. More information on regional fare strategies can be found in the Regional Zero Fare Study, which was conducted jointly by Wasatch Front Regional Council, Mountainland Association of Governments, UDOT, and UTA (wfrc.org/studies/zero-fare-transit/).</p> |
| Fare enforcement/enforcement plan for UVX | <p>The public has requested information about fare enforcement for UVX given a decision to begin charging fare. The plan for enforcement on UVX will mirror UTA's process for checking fares on TRAX and FrontRunner, which involves routine fare inspections by UTA police officers or fare inspectors. UTA has a fare payment ordinance that requires proof of fare payment by each rider. UTA understands this is a big shift for riders and that there may be difficulties in transitioning to a paid service; UTA will take an approach that incorporates individual needs along with a consistent process going forward.</p> |
| How to pay for UVX service | <p>UTA received multiple inquiries during the public comment period about how to pay fares on UVX. To maintain rapid service, UVX will not accept cash payments or electronic fare cards on-board. Riders can pre-pay fares using several methods:</p> <ul style="list-style-type: none"> • The Transit app offers mobile ticketing, including monthly passes and reduced fare for eligible individuals. • Paper passes are available at retail outlets such as Smith's and Harmons and at UTA Customer Service centers. • Paper passes are also available by mail from rideuta.com. • Eco Pass and Ed Passes are available from employers or educational institutions; riders should check with their organization and tap on and off at UVX stations. • FAREPAY Cards, regular and reduced fare, are available at select locations and |

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| | <p>online at rideuta.com</p> <ul style="list-style-type: none"> • Transfers from other bus or rail lines are valid fare for UVX. <p>UTA considered installing fare boxes and ticket vending machines (TVMs) on UVX buses and stations, but decided against this to keep boarding quick and efficient and because of cost restraints. TVMs may be strategically installed in the future to accommodate cash-paying riders at accessible locations. UTA is committed to facilitating access to fare media through a comprehensive community education and outreach campaign over the coming months.</p> |
| <p>Impact to ridership – cost/benefit</p> | <p>The public made comments about the impact to ridership that charging fare on UVX might have. There is a cost benefit to this decision that UTA has considered. Based on annual UVX surveys with riders, UTA anticipates a potential drop of 8-13% in ridership. About \$100,000-200,000 is estimated for annual revenue increase as a result of the change in fare on UVX.</p> |
| <p>Fare too high, cost/benefit with driving</p> | <p>UTA heard public comments regarding the rate of fares being high and observations on the cost/benefit of transit compared to driving. UTA will be studying the fare rates this year in 2024. The study is intended to inform our fare rate — UTA will study whether fares are high or low and how fares for UTA transit compare to the cost of driving. We know the price of fares is relative for our different community members; there are options available for reduced and subsidized fares throughout the region. Find out more about reduced fare and if you qualify at rideuta.com/Fares-And-Passes/Reduced-Fare. Learn more about pass program partnerships with UTA at rideuta.com/Fares-And-Passes/Pass-Programs.</p> |
| <p>Barriers for low income, youth, disabilities, those unable to drive, unsheltered riders</p> | <p>UTA heard concerns from the public regarding additional barriers placed on riders who may fall into the following categories: lower income, youth, disability, unsheltered, and those unable to drive. These concerns were expressed generally but also specifically in regards to the proposed change to charge fare on UVX. UTA recognizes that fares can be a barrier for communities. To support the transition for UVX riders, UTA plans to provide additional outreach in Utah County to help riders gain access to reduced fares, if they qualify, or to a sustainable and cost-effective form of fare, such as a FAREPAY Card. For the youth population, it should be noted that UTA is working with school districts, as well as at the legislative level, to explore funding to support K-12 transit pass access across the region.</p> |
| <p>Zero fare support</p> | <p>The Wasatch Front Regional Council (WFRC), the Mountainland Association of Governments (MAG), the Utah Department of Transportation (UDOT), and the Utah Transit Authority (UTA) jointly conducted a study released in January 2023 to evaluate the potential effects of partially or fully eliminating fares on the UTA system. The study was a data-informed, technical process intended to provide decision-makers with information regarding the financial, operational, and community-related trade-offs of four different alternatives to partially or fully eliminating transit fares. After much consideration, the decision was made not to transition UTA to a zero fare system. Here is where the final report can be found: wfrc.org/Studies/ZeroFareTransit/ZeroFareTransitStudy_FinalReport.pdf.</p> |
| <p>Air quality/ Traffic</p> | <p>UTA heard comments from the community regarding the benefits of public transit for air quality and traffic mitigation. We agree. Transit is an asset in communities. Some examples of collaborations that can specifically help address high traffic volume events include Ticket As Fare opportunities, including for venues such as stadiums.</p> |

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|---|--|
| | <p>UTA is working with pass program partners to provide more information about the benefits, including related to air quality and emissions, of their investment in transit access for their populations.</p> |
| <p>Reduced Fare Program</p> | <p>The public responded positively to the proposed changes to the reduced fare program regarding expanding income eligibility. UTA is looking forward to increasing access to reduced fare for more community members. Information about the reduced fare program and how to apply can be found here: https://www.rideuta.com/Fares-And-Passes/Reduced-Fare</p> |
| <p>Fare Capping and education about how it works</p> | <p>UTA is introducing a fare capping program on Regular FAREPAY and Reduced Fare FAREPAY Cards, which will feature daily and weekly maximum limits that vary by mode. The weekly period starts on Sunday and ends on Saturday, making it easier for riders to manage their spending on public transportation.</p> <p>We understand the concerns raised about the proposal to eliminate the 20% discount on FAREPAY Cards. This discount has been appreciated by our riders, and the decision to remove it not been made lightly. The proposed change is part of a broader effort to streamline fare management and implement the new fare capping system, which aims to provide more fair and potentially more beneficial way to manage overall transit costs for frequent riders. Additional details, including tracking methods, will be extensively covered in upcoming outreach and educational efforts.</p> <p>More support for the public on understanding and utilizing FAREPAY Cards is in the works at UTA. We know there are questions and concerns about how to use this fare media, and more information will be available as part of our education and community outreach over the next few months.</p> |
| <p>Opposition to 20% discount elimination</p> | <p>UTA heard opposition to the proposed elimination of the 20% discount on FAREPAY Cards. UTA will move this proposed change forward in efforts to place a new discount structure through fare capping, which will be geared towards incentivizing frequent riders to ride more. The elimination of the discount aligns with a goal to simplify the fare structure. It is important to note that the fare capping rate for Reduced Fare FAREPAY Cards has been adjusted to maintain the current level of discount that reduced-fare riders receive. There will be no fare increase as a result of this change to the Reduced Fare FAREPAY Card riders. In addition, income eligibility has been expanded for the Reduced Fare FAREPAY Card. There is an understanding that some of our other riders using FAREPAY Card do fall into categories that more readily are able to afford full fare for transit service.</p> |
| <p>Route 39</p> | <p>Public comments were clear that the public would like additional frequency for Route 39 (among other routes in the UTA system). At this time, there is a resource constraint that is not allowing for an increase in frequency. UTA will add service as staffing, budget, and resources allow. Route 39 is the first priority in the UTA system for additional service. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of this plan will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date.</p> |
| <p>Bus Service & Frequency</p> | <p>Frequency and additional service are needs in the UTA system. The public comments reflected this. UTA will add service as staffing, budget, and resources</p> |

| | |
|--------------------------------------|---|
| | <p>allow. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of the 5YSP will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date.</p> |
| <p>TRAX & FrontRunner</p> | <p>UTA will add service as staffing, budget, and resources allow. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of the 5YSP will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date.</p> <p>FrontRunner improvements are currently being considered through several programs, including a double tracking effort to add more capacity on the line. FrontRunner won't be able to have more frequent service until double tracking is complete, but this work is underway and more information can be found at UDOT's website: https://frontrunner2x.utah.gov/</p> |
| <p>Route 606</p> | <p>Route 606 in Ogden will be discontinued. This route served a very small group of riders and the main target destinations for the route have relocated.</p> |

Appendix 1 - Proposed Changes

(As Presented February 28 – March 29, 2024)

August 2024 Proposed Route Changes

- Maintaining current frequency on three bus routes (Routes 39, 201, 218).
- Eliminating one route (Route 606) that has already been suspended. This route served a small group of riders and the main targeted destinations for the route have relocated.

August 2024 Proposed Fare Changes

- FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge
- Reduced Fare program changes that would increase income eligibility for over 12,000 more riders
- UVX sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare

Salt Lake County & Weber County Proposed Service Changes

Route 39

- Proposed route change is to maintain current frequency

Route 201

- Proposed route change is to maintain current frequency

Route 218

- Proposed route change is to maintain current frequency

Route 606

- Proposed route discontinuation

Fares

FAREPAY Card Changes

- Proposed having a maximum per-day charge and removing the 20% discount

Reduced Fare Program Changes

- Proposed changes that would increase eligibility to over 12,000 more riders

Route UVX Fare Changes

- Proposed the sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare

Appendix 2 - August Change Day Public Comment Period Media Summary

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

| Media Tactic | Result |
|--|---|
| Website rideuta.com/ChangeDay | Views: 2,889 Users: 1,796 Views per user: 1.61 Average engagement time: 1m 06s |
| Social & digital media campaign | <p><u>Facebook/Instagram:</u> Impressions: 198.47K Link Clicks: 5.93K CTR (link): 2.99% Total Ad Reach: 188.71K</p> <p>Close to 6k link clicks on the campaign in the month. 2.99% click through rate is high for a social, indicating that people were interested in the ads and wanted to engage with them.</p> <p><u>Digital Ads:</u> Impressions: 213.77K Clicks: 1.35K CTR: 0.68%</p> <p>Good number of impressions with a spike in clicks and impressions on March 13th and March 21st. 0.63% click through rate again, indicates good engagement with the ads.</p> |
| Press Release | Sent to UTA list of media contacts on February 28 |
| Media Coverage | 16 articles and stories, including major news sources |
| Media attendance at virtual Public Meeting | Two members of the media attend the virtual public meeting on March 13. |
| Rider Insider newsletter | Information about Change Day was included in 2 Rider Insider newsletters. <u>Dates of posts, unique clicks/total clicks:</u> 3/08: 59 / 71 2/23: 98 / 135 Totals: 157 / 206 |
| Connected partner newsletter | Article about August Change Day was included in March issue. |
| Talking Transit UTA employee newsletter | Article about August Change Day was included in March issue. |
| Transit App banner | Views: 32,574 Taps: 2,710 |

Digital ads placed:



SHARE YOUR THOUGHTS WITH US

on the proposed fare changes and service adjustments

TAKE SURVEY



SHARE YOUR THOUGHTS WITH US

on the proposed fare changes and service adjustments

TAKE SURVEY



PROPOSED FARE CHANGES

Share your thoughts with us on these adjustments.

LEAVE COMMENTS

UVX-specific information for outreach:

Proposed UVX fare changes coming this August

Cambios propuestos en las tarifas de UVX
Agosoto de 2024

UTA is considering charging regular fare (\$2.50) on UVX services beginning in August 2024. To learn more about the proposed changes, including those to UVX, visit rideuta.com/ChangeDay.

We want to hear what you think of the proposed changes. Share your comment before March 29.

Learn more and stay updated:



más información y actualizaciones



UTA está considerando cobrar una tarifa regular (\$2.50) en los servicios de UVX a partir de agosto de 2024. Para saber más sobre los cambios propuestos, incluidos los de UVX, visite rideuta.com/ChangeDay.

El periodo de comentarios públicos está abierto hasta el 29 de marzo. Envíe sus comentarios en línea.



rideuta.com/changeday



Social media reports:



Utah Transit A...

Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...



| | |
|--------------------------|------------|
| Total Engagements | 681 |
| Reactions | 57 |
| Comments | 26 |
| Shares | 35 |
| Post Link Clicks | 4 |
| Other Post Clicks | 559 |



rideuta

Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...



| | |
|--------------------------|------------|
| Total Engagements | 202 |
| Likes | 149 |
| Comments | 12 |
| Shares | 29 |
| Saves | 12 |



@RideUTA

Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...



| | |
|--------------------------|------------|
| Total Engagements | 160 |
| Likes | 16 |
| @Replies | 3 |
| Retweets | 13 |
| Post Link Clicks | 2 |
| Other Post Clicks | 126 |
| Other Engagements | 0 |



in Utah Transit A...

Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...



| | |
|--------------------------|-----------|
| Total Engagements | 52 |
| Reactions | 12 |
| Comments | 0 |
| Shares | 2 |
| Post Clicks (All) | 38 |



Utah Transit A...

Fri 3/29/2024 9:01 am M...

Reminder: Today marks the final chance to share your comments regarding the...



| | |
|--------------------------|------------|
| Total Engagements | 127 |
| Reactions | 20 |
| Comments | 14 |
| Shares | 5 |
| Post Link Clicks | 10 |
| Other Post Clicks | 78 |



Utah Transit A...

Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...



| | |
|--------------------------|------------|
| Total Engagements | 126 |
| Reactions | 22 |
| Comments | 10 |
| Shares | 9 |
| Post Link Clicks | 11 |
| Other Post Clicks | 74 |



Utah Transit A...

Wed 3/13/2024 8:54 am...

Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...



| | |
|--------------------------|------------|
| Total Engagements | 104 |
| Reactions | 16 |
| Comments | 4 |
| Shares | 9 |
| Post Link Clicks | 9 |
| Other Post Clicks | 66 |

rideuta
 Fri 3/29/2024 9:01 am M...

Reminder: Today marks the final chance to share your comments regarding the...

| | |
|--------------------------|-----------|
| Total Engagements | 59 |
| Likes | 46 |
| Comments | 1 |
| Shares | 8 |
| Saves | 4 |

@RideUTA
 Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...

| | |
|--------------------------|-----------|
| Total Engagements | 58 |
| Likes | 7 |
| @Replies | 0 |
| Retweets | 5 |
| Post Link Clicks | 23 |
| Other Post Clicks | 23 |
| Other Engagements | 0 |


rideuta
 Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...

| | |
|--------------------------|-----------|
| Total Engagements | 48 |
| Likes | 38 |
| Comments | 0 |
| Shares | 8 |
| Saves | 2 |

@RideUTA
Wed 3/13/2024 9:00 am...


Join UTA's virtual public meeting tonight at 6 p.m. for information and comment o...



| | |
|-------------------|----|
| Total Engagements | 42 |
| Likes | 4 |
| @Replies | 0 |
| Retweets | 5 |
| Post Link Clicks | 8 |
| Other Post Clicks | 25 |
| Other Engagements | 0 |

rideuta
Wed 3/13/2024 8:54 am...

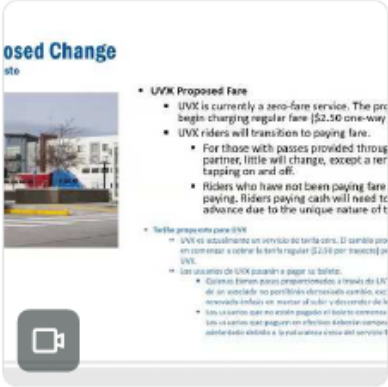
Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...



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|-------------------|----|
| Total Engagements | 41 |
| Likes | 37 |
| Comments | 0 |
| Shares | 3 |
| Saves | 1 |

Utah Transit A...
Wed 3/13/2024 6:01 pm...

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|-------------------|----|
| Total Engagements | 30 |
| Reactions | 7 |
| Comments | 0 |
| Shares | 3 |
| Post Link Clicks | — |
| Other Post Clicks | 20 |

@RideUTA
 Fri 3/29/2024 9:00 am M...

Reminder: Today marks the final chance to share your comments regarding the...

| | |
|--------------------------|-----------|
| Total Engagements | 26 |
| Likes | 2 |
| @Replies | 0 |
| Retweets | 2 |
| Post Link Clicks | 9 |
| Other Post Clicks | 13 |
| Other Engagements | 0 |

Utah Transit A...
 Wed 3/13/2024 8:54 am...

Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...

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|--------------------------|-----------|
| Total Engagements | 25 |
| Reactions | 14 |
| Comments | 1 |
| Shares | 2 |
| Post Clicks (All) | 8 |

Utah Transit A...
 Fri 3/29/2024 9:00 am M...

Reminder: Today marks the final chance to share your comments regarding the...

| | |
|--------------------------|-----------|
| Total Engagements | 24 |
| Reactions | 9 |
| Comments | 0 |
| Shares | 1 |
| Post Clicks (All) | 14 |

Appendix 3 - Public Comments

A complete list of the 1,471 public comments received during the public comment period follows on the next page.

Public Comment: August 2024 Proposed Changes

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| 1 | Cash should be accepted on UVX or TVMs should be available. Lots of children/teens ride who don't have smartphones or bank accounts with which to pay for the app or a farepay card. |
| 2 | The increase in fares and decrease in service is disappointing. I am often unable to drive and would love to visit places in SLC but every time I map a place it's unreachable by public transportation. |
| 3 | Please keep UVX free. More places around the country are implementing free public transit and there's actually benefits. |
| 4 | If restoring service on the 201/218 isn't possible at the moment, how possible would it be to increase service hours instead? Even one more run in mornings and evenings would make these routes much more accessible for riders. |
| 5 | Do not require a fare to ride UVX. This line has been very impactful to the Provo and Orem communities and removing the access to it will harm so many people. |
| 6 | Please don't start charging |
| 7 | <p>What is the current plan for changes to South Ogden / Washington Terrace / Dee Event Center route changes mentioned in five-year plan?</p> <p>I like the option for fare capping. There should be good education on this. Many of those who would benefit this are those who may not have a bank account and need to know how to reload with cash. I see many people paying more than they should because they don't know about Farepay and the bus operators don't have enough time at boarding to teach them the ins and outs.</p> <p>How would fare capping work when you spend between \$5 - \$10 on premium transit? Would local routes be capped after \$5 on premium? Same question regarding weekly capping.</p> <p>The reduced fare Farepay card needs to be easier to enroll for elementary aged youth who may not have a Photo ID (most elementary schools do not do student IDs).</p> <p>As card readers and ticket vending machines get updated, examine options for contactless credit card fare capping (possibly at a different rate to account for credit card processing fees) similar to OMNY in New York.</p> |
| 8 | The proposed fare changes are a bad idea. As someone with low income and no other means of transportation, a free public bus is immensely convenient to me. If I need to travel far, I choose the UVX whenever it is a viable option, specifically because it is free. Zero-fare transportation allows me to have extra money every week, allowing me to afford more food every day. If UVX ceases to be free to ride, I will be far-less-willing to consider using it. |
| 9 | LEAVE UVX FREE |
| 10 | <p>Do not start charging on the UVX line. Don't you dare. My university sponsors my transit fees while I take classes and I'd have to pay out of pocket over the summer. My disability doesn't go away once classes stop. I still can't drive. I'm still paycheck to paycheck. UVX is the only reason I can get to doctors' appointments, socialize with friends, and visit family during the summer. If you start charging, I cannot do these things. UVX has been free for so long. There is no need to begin charging for it. If you're short on money, I recommend coordinating with the state to tax the rich, but it cannot come from the riders. The people most likely to use transit are those who have to—whether we can't afford cars, can't physically drive, etc.—so the burden must not fall on us to fund public services necessary for our basic survival in society.</p> <p>Also, this isn't part of the public change period, but I'm saying it anyways. It's time to link South Jordan Parkway Trax Station and South Jordan Frontrunner Station by bus along S Jordan Parkway. It's one road. Or Daybreak Parkway Trax to South Jordan Frontrunner by 11400 South. Again, one road. When I travel north to South Jordan from Provo, I'm tired of going all the way north to Murray to transfer and then come all the way south. Come on. Look at a map and see how logical this is.</p> |

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| 11 | <p>Fare-capping (maximum charge per day): YES YES YES! I am so happy to see this. Far too few systems cap fares, and it can make such a difference in equity and accessibility, not to mention simplicity of use. Since UTA currently offers a monthly pass, and since fare capping essentially allows riders to earn a pass as they go, it might make sense to add a monthly fare cap to this proposal. Either way, fare-capping is preferable to the current setup, where FAREPAY users get a discount but still might end up paying more than the cost of a daily pass, depending on what their needs are. I wonder whether this fare capping could be extended to the Transit app; for instance, could users earn a daily pass after purchasing two single rides through the app? Visitors to Salt Lake City are more likely to have the Transit app downloaded than they are to have a FAREPAY card, and it would be nice for them to benefit from fare-capping, as well.</p> <p>I am happy to pay fare for a good, reliable service, but fares should never be the barrier that prevents people from riding public transportation. The proposal transition from zero-fare services to expanded reduced fares is reasonable. However, if UVX is to start charging fares, there should be a way to pay with cash, consistent with the rest of UTA's system. This could take the form of ticket machines at BRT stations, ticket machines onboard the buses themselves, or a tradition cash receptacle like the ones on most UTA buses now. FAREPAY cards are a great option for many UTA riders, but they may present accessibility challenges to riders without reliable Internet access, riders who struggle with technology, etc.</p> <p>Moreover, since UTA brands its BRT services as "light rail on rubber tires," UVX (and eventually OGX) might be a good place to try a proof-of-payment bus fare system, allowing passengers to board without presenting payment to the driver. This change would likely reduce dwell times and make our rapid buses even more rapid!</p> <p>On a related note, UTA might consider introducing an open-payment fare system, where fares can be paid with the tap of a contactless credit card. Like expanding fare-capping to the Transit app, allowing fares to be paid this way makes UTA a much more accessible system to visitors debating between public transit and a private car during their stay in Utah.</p> |
| 12 | <p>I would suggest increasing the 201 to 30min service, and keeping the 20% farepay discount, while getting the word out about it. I'm think with local businesses such as hotels, Salt Palace Convention Center, Mountain America Expo Center, partner with Conventions like DoTerra, Color Street, YoungLiving, Utah Jazz, Outdoor Retailers. We Can Do it UTA!!! Let's be Proactive in getting the word out, and making connections with other potential partners. I'd also heavily recommend getting the word out about the uvx fares going active sooner rather than later, and also including that cash will not be accepted. Though really that's not a good idea to not accept cash, but good to have BYU & UVU getting the word out to there students before end of spring term and before the start of fall term. also suggest putting a 1300 S east and west bus service into place.</p> |
| 13 | <p>The fare changes for UVX make sense. However, I think that UVX should be free for University of Utah students, and other schools outside of the Utah County region. UTA passes with schools in my opinion should be universal regardless of school. Students do travel, myself included, to other campuses to meet up with friends and others. UVX is a useful service that should be compared to TRAX cause of the relative ridership. I understand if this is a decision that the universities make and that UVU and BYU are only interested in adjusting their tuitions for UVX service. I also understand the demographics of those riding on UVX, but I don't understand why ticketing machines couldn't also do cash at UVX stops.</p> |
| 14 | <p>I think it is unnecessary. Public transit should be a public good, especially to encourage better air quality in this valley.</p> |
| 15 | <p>I think it is unnecessary. Public transit should be a public good, especially to encourage better air quality in this valley.</p> |
| 16 | <p>Better connection between the last 613 and the north bound 612</p> |
| 17 | <p>PLEASE MAKE BUS 218 GO ALL THE WAY DOWN REDWOOD ROAD TO 11400 SOUTH (OR 12600 S). VERY FEW GET ON AND OFF ON 1300 WEST SO THERE IS NO REASON TO GO DOWN THERE</p> |
| 18 | <p>I think paying for UVX is good and will benefit all who use it. I use it once or twice a week to go to the University Mall. OGX would be the same I hope because it's faster to take UVX and OGX than other routes in the system.</p> |
| 19 | <p>It would be WONDERFUL if Fairpay rates were \$1!!!!</p> |

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| 20 | One change that I would like to see is later morning times for the 473 route. The latest for me at the Fruit Heights Park and Ride is 7:45 am and it would be very helpful to have another bus after 8am |
| 21 | I understand that funding for the UVX buses has ended, but that's how my wife and I get to work regularly. If it starts charging a fare, we may need to get new jobs or move if we likely can't budget for regular tickets. Totally understandable, just a service we've relied on for a couple years. |
| 22 | Sounds good! I just would like route 62 on weekdays to run until 9 p.m. I get off at 7. Have to get a ride at the trax station to go home because 62 does not run late on the weekdays. |
| 23 | I would take public transit more often if the bus route near my house (205) ran more frequently than every 30 minutes. If it ran every 15 minutes or better, I would ride it much more often, but it's not feasible for me to have to wait such long amounts of time for the bus, so I rarely ever ride transit. |
| 24 | I feel like the proposed change isnt a good idea to charge for the uvx line. While expanding the other programs for low income is nice. It still a free transport for the area. And with the prices of living, rent,food etc going up with the new tax and inflation. Even 2.50 a person would negatively affect people who use the line |
| 25 | I believe the changes will help improve the overall system and gain more money from fares to update our evergoing transportation system. I want to see it extended |
| 26 | Please keep UVX Free |
| 27 | I have used the 20% discount for a while now and it is one of the reasons I felt comfortable using your services because I felt they were a little expensive. This new system really punishes people who use transit regularly but not enough to hit those caps. I never ride more than twice a day and I never ride that often in a week. I feel like a cap program and a discount program should coexist. |
| 28 | Have UTA free for a whole month |
| 29 | I would to have the route bus 47 change to every 15 minutes not every half hour. Have wear people masks. |
| 30 | Seems like there is a flaw in how UTA decides/develops the schedules. Why not make your schedule reflective of actual times instead of having a train "late" according to some excel sheet or printed time in a pamphlet? |
| 31 | What would be most helpful for riders is to be able to use a tap-enabled credit or debit card to tap on/off and pay the fare with that. With that ability, fare capping makes sense. This is how it is done in Milan, Italy. It makes it very easy for tourists to use public transit. For Farepay card users, keeping a discount is better. It encourages local riders to get a Farepay card. Getting rid of the discount harms those that do use public transit but not enough to have their fare capped in a day or week. |
| 32 | I am concerned about losing the 20% discount on FAREPAY cards and having to pay for UVX. My husband, son, and best friend do not have driver's licenses and I like that they can take the bus when I can't drive them. Since they don't take the bus all the time, their costs will increase with these changes. I would love for Provo to be like Logan and have zero fare buses! |
| 33 | The fare changes especially for UVX will be harmful to the Utah County economy. Many people depend on it to get to local businesses, especially in the local music scene like the Velour Music Gallery. It being free also makes it a very accessible entry point into public transit. For many of my friends, the UVX was the first bus they rode and a big part of that is the simplicity that comes from it being free. |
| 34 | I'm strongly against charging for the UVX route. This is a much needed route that reduces traffic on some of the busiest roads and connects students from two universities with each other and with commercial businesses. Many of these students do not have cars and rely on UVX as a primary form of transportation. This should remain free for them, in order to reduce their likelihood of buying cars and congesting the roads, and to support them while in school. Keep UVX free! |
| 35 | The proposed changes would cause a major negative impact upon my life and the life of those i care about. The UVX being free promotes freedom and mobility in our communities and brings more and better business to provo and orem as it encourages travel and stopping along your route rather than moving directly from one place to another. This will also have an extremely disproportionately negative impact on our disabled community members who may not have the option to drive themselves. |
| 36 | Please do not charge a fee on the UVX. it has help me and so many others out durijg a hard time. |

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| 37 | I ride route 805. I would love to have one more departure from UVU at 6:05. This would be a wonderful addition to this great route. I often end up needing to stay at work at UVU until 5:30 or a bit later and the only way home at that point is an hour long ride, taking UVX and the 821. |
| 38 | UVX is used everyday for people who can't drive, can't afford a car or other many reasons. You should not charge for this bus. It's rid lupus and almost everyone who uses transit does it because it's a cheaper option. This makes it inaccessible to everyone that can't pay. |
| 39 | You shouldn't eliminate the no-fare on UVX! It's incredibly helpful to many people like myself who use it to commute! |
| 40 | 2.50 is more than the public transit in San Francisco. 2.25 is the rate in SF for Sam Trans, the major bus company and its 2.05 for people with a monthly pass. Provo has lower costs in general, so this is confusing to me. Why are the prices raising so drastically? One of the things that makes Provo great is accessible public transit. I would like this to continue. Not allowing cash on top of the price increase is not good. |
| 41 | With the propose removal of the 20% discount with the fare pay card, it seems I'd be better off to change the frequency of how often my card "recharges". Right now, when my balance goes below \$10, I am auto charged \$10 (to be added to the card). Which means UTA has that money until I end up using Trax again (probably the following week as I only ride the train when I go to an event downtown). So instead I should change it to only auto charge/add funds to the card when I go below, say, \$3. It'll be annoying, but that's less of my money you'll be holding |
| 42 | Dont charge em cuz |
| 43 | I am a student and regularly take UVX to commute. The bus provides great service, and I always feel safe riding it. I truly believe it is a great method for public transportation, regarding not only times and routes, but availability to the public. Implementing a fare will affect many students like me who struggle economically as it is, and therefore would be unable to take public transit regularly, forcing us to walk long distances under harsh weather on a city that is so clearly car-centric and very unfriendly to those without an automobile. |
| 44 | Introducing a fare would pose a significant obstacle for economically challenged students like me, potentially preventing us from using public transit frequently. This would force us to walk long distances, especially in a city that heavily favors cars and lacks adequate pedestrian infrastructure for those without a vehicle. As a student, I rely on UVX for my daily commute. This bus service consistently impresses me with its reliability and safety. I firmly believe it is a fantastic mode of public transportation, considering not just its schedules and routes, but also its inclusivity. |
| 45 | Please keep UVX free! We use UVX to get to BYU football games and many of our friends and family do too. It helps relieve congestion around the stadium and allows us to easily attend the games. |
| 46 | Keep it free for all |
| 47 | UVX needs to stay free for all! The reason it has been such a great asset to our community is because of how reliable it is. Everyone knows you can show up at any time and a bus will be there soon you can ride for free. Charging for it would be a barrier for many to rely on it as much as they currently do. |
| 48 | Please keep the UVX free. It is a great service in the community and is able to run faster and more efficiently because it is free. It also encourages ridership. I live a few blocks away from the UVX stop. |
| 49 | My family (my husband and I and our two kids!) use UVX often throughout the week. Our favorite way is to go to the library, the BYU Art Museum or get groceries at Trader Joe's. If fare was no longer free, I think we would opt to use our car to travel. Free fare is what makes the service accessible and exciting for our family. Adding a fare is a huge barrier for so many! Not just because of the cost, but because others are unsure of how to pay, or don't have the time to plan ahead. |
| 50 | Please keep the UVX free for all riders! It is a bus service relied on by many because it is currently free for all riders. |
| 51 | I would love to keep uvx with free fare |
| 52 | I don't agree with sunseting the free fare on the UVX, I think the reason it currently has the highest ridership is because it is free and easy to use. If we want public transportation to be used more by more people, I would like to see it stay free |
| 53 | UVX should remain a free fare for all solution to the traffic throughout Orem and Provo. |
| 54 | I think that the uvx free fare program has had a huge impact on the community and that it should continue to be free for everyone. |

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| 55 | I ride the bus for free due to my BYU card. However, I think we will see a decrease in people using public transportation when we should instead be focusing on encouraging people to use public transportation and get more cars off the street. If it gets to the point where too few people are using the UVX bus, it is likely the route will be reduced, changed, or removed all together. |
| 56 | Our family uses UVX regularly based on the fact that it's free. We know a few families who also utilize it and would be frustrated if it cost money. Please consider not implementing the proposed changes. |
| 57 | I'm all for the other changes but please keep the provo/orem busses free! |
| 58 | <p>There is currently no south county commuter service that connects south Utah County (south of Provo) to Pleasant Grove. The train does not stop there, and there is no bus that connects to the Pleasant Grove without a significant commute time (2 hours via 805 to 850). I think it is a major miss on UTAs part to not provide a better commuting service option to this area.</p> <p>I would like to propose that an additional stop be added to the 805 Express route during the morning and evening commute routes. Rather than stopping/starting at UVU campus (that btw is already serviced by the Fronrunner and UVX from Provo central), I would like to propose that the an additional stop be added at Pleasant Grove Blvd and North County Blvd or the UVU stop be replaced with this new stop. This location is ideal as it would service many existing and new business offices in the area as well as the extensive development currently happening in the area.</p> <p>Alternative suggestions would be to have a connector bus go from Vinyard station to the same intersection in Pleasant Grove. However the 805 stop is preferred in order to eliminate the need for a changeover.</p> |
| 59 | Being able to ride UVX for free around Utah Valley has been such a valuable resource for me. Especially over the past month or so, my car has been having problems so I've needed to use the bus system more frequently to get to and from the auto shop, as well as to different places around Provo. Throughout college I used the bus often with my friends to save money and appreciate the public transport system that most of us didn't grow up with access to. Making it easier for people to use the bus system is the easiest way to reduce air pollution as well as decrease traffic (and associated car accidents). Please consider making more public transit options free, rather than taking away the ones that already are. |
| 60 | Please don't change UVX fares, thanks to the UVX I'm able to move around and it benefits me so much! |
| 61 | I really don't want to see UVX become a fare bus. It has really benefitted many to have. I've seen transients get to a part time job, many save money and reduce emissions by riding, and most important, my daughter has benefited greatly because her anxiety to drive has caused her to delay getting a license. She uses UVX to meet her mom at work so they can travel together to her job. She isn't yet in college, so she's not making much. The free bus allows her to feel more independent and not stress about other drivers crazy actions. |
| 62 | <p>It's great to see UTA implement fare capping. However, the week should start on whatever day a rider first taps their card within a seven day period. Los Angeles county implemented fare capping last year and their system starts the week on the day a rider takes their first ride. Resetting the week on a fixed day will cheat some riders.</p> <p>The biggest problem, in my opinion, that UTA has with their system is that \$2.50 per ride is and always has been far too expensive and is likely the primary reason so many buses are often running empty or nearly empty. A reasonable transit fare for Utah's economy would be around \$1.50 or less. I can ride a bus from downtown Los Angeles all the way to Long Beach or Santa Monica and pay only \$1.75, seniors pay between 35 and 75 cents per ride and of course, income levels are significantly higher in Los Angeles compared to Utah. A \$2.50 transit fare never made sense for Utah and is uncomfortably close to the \$2.90 transit fare in New York City that many NYC residents feel is too expensive. If UTA wants to encourage higher ridership, its first priority should be to lower the fare to a reasonable price.</p> |
| 63 | KEEP THE UVX FREE |
| | The Farepay Card and Reduced fare program changes sound good. I'm curious about the specific changes to eligibility and how much bureaucracy is involved for people interested in the program. |

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| 64 | <p>I ride UVX almost every day multiple times. When the Zero fare policy was first introduced I was told via word of mouth that the fare was being paid through taxes. Was this inaccurate? Did running the UVX lines end up costing more than expected? Why make this change? I'm much less likely to ride UVX without the zero fare policy as even \$2.50 adds up real quick when I'm riding the bus daily.</p> <p>I'm grateful for the great public transportation options in Provo and Utah. Even if I'm unable to use it as much as I have been, Thank you.</p> |
| 65 | <p>UVX is incredibly successful due to its free fare structure. I have chosen to take this rather than drive due to the free fare.</p> <p>The social and environmental impact of free UVX far outweighs any revenue generated</p> |
| 66 | <p>Do not end free day! It will only be detrimental to UTA!</p> |
| 67 | <p>Implement the daily FAIRPAY ceiling. We need it to be low, like \$7 a person max (unless riding the FR from Provo to Ogden)</p> <p>Also implement the reduced fare program. That will help out multitudes of people.</p> <p>There are still people in Orem and Provo that aren't college students, so keep the UV and OGX free. Keep it free indefinitely.</p> <p>And lastly, make 201, 218, and 39 more frequent. I need more demand on those routes (218 and 39 in particular)</p> |
| 68 | <p>UVX is so vital to moving around Provo and lessening cars on the roads! I use it so so often to get to work and it would devastate a lot of people if it wasn't free anymore. Please revise your plan and keep UVX free!</p> |
| 69 | <p>We only have one car for a family of four with four drivers. My husband commutes by work daily. My daughter rides UVX regularly. I will also use buses if someone else needs the car. We love having UVX be free. It's also amazing for our air quality. My daughter with asthma can tell when the air is bad. Please keep it free</p> |
| 70 | <p>The UVX should remain free because it is a vital transportation option, especially for those riding during later hours, riding to school, and who can't use other forms of transport in the winter.</p> |
| 71 | <p>They will not impact me. But I like capping the fare for frequent riders</p> |
| 72 | <p>I work as a public defense attorney. In my office, my colleagues have had to defend people who are charged with fare evasion. This means that taxpayer money is spent on prosecuting, defending, and adjudicating whether individuals have paid for a transportation service which is already running, regardless of if anyone bought a ticket that day. A given fare only costs a few dollars. The legal system to handle fare evasion cases however costs hundreds if not thousands of dollars each time.</p> <p>It seems to me that it would be better to make legislation which makes public transit fare free, rather than perpetuating a system where a few individuals could chew through thousands of dollars of taxpayer funds because they didn't have the money for a fare.</p> |
| 73 | <p>My husband used to use UTA regularly to commute from our home in Layton to South Jordan, then, eventually, Lehi. He has since moved to working for a company in California, this working from home. It seems to me that you would want to continue to encourage these longer distance commuters to keep using Fronrunner & keeping cars off the road - cutting congestion and exhaust. The proposed change to FAREPAY makes no sense, as a round trip from Layton to Lehi is over \$5 a day. The 20% reduction in cost is beneficial in encouraging people to continue to use Fronrunner, rather than just driving themselves. With the efficiency of cars and current gas prices there is no cost benefit of UTA. (Most people don't consider the other benefits such as not stressing over traffic, ability to work during the commute, etc. because the greater time length on public transit due to multiple stops.)</p> <p>If you need more money for inflation</p> <p>A) Look at what you do efficiently and inefficiently & make improvements in the inefficiencies B) Ask for more operating capital from the state and/or county budget (this is good for our state to have efficient service, we should all contribute)</p> |

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| | <p>C) Review other public transit systems and learn from their best features & how they keep costs down. DART(Dallas), BART(San Francisco), Metro(NYC), CVT (Cache Valley - no fees, paid completely by taxes, highly efficient and well used)</p> <p>D) Publicity blitz - FAREPAY isn't advertised as much as it should be to commuters in Utah, Davis, Weber & Salt Lake counties. These counties will have the majority of people that will use it.</p> <p>E) Think outside the box. UTA has long built upon previous layers of bureaucracy & routes & past thinking. Step back, look at the whole, look at demographic trends & futures, rethink everything from scratch once in a while. Starting from a clean slate every nite and again is a wonderful way to gain a different perspective.</p> |
| 74 | <p>I ride UVX M-F and don't have any subsidy, this change would represent a significant expense and I would opt to drive my car if that's the case. After I take UVX I ride Fronrunner from Orem Central to SL Central through the farepay card. I work for a nonprofit and don't make much money, I have no subsidy from my employer. If my transportation costs increase at all then it makes more sense to just drive and add to our extremely poor air quality and traffic congestion.</p> <p>Work to get gov funding to make UTA free all the time and actually improve the environment and our infrastructure for growth.</p> |
| 75 | I think UVX should remain be free for all riders, not just students. |
| 76 | <p>As a hybrid worker who commutes from Utah County to Salt Lake City three times a week, removing the farepay discount is essentially a 20% fare increase to me. This is way too big of a hike, it's already too expensive with the current farepay discount.</p> <p>The proposed fare cap would not provide any discount to me and isn't an acceptable replacement for the farepay discount. If a fare increase is needed, it should be done across the board rather than a 20% fare increase on customers like myself.</p> |
| 77 | I don't mind having to pay for the UVX but I would like to see bus drivers improve if we start paying for the UVX, there is a major problem with UVX drivers specifically driving irresponsibly and endangering the safety of passengers especially at night. If we have to start paying for this service then we should have a quality service. |
| 78 | Any change in increase for fate makes it harder for low income to ride. Several other States (San Antonio Texas) have better Transit system and better reliability with less cost and less people use it. I rely on it due to medical no issues. |
| 79 | If you want more people to use the system and decrease vehicles on I15, surface streets....just make the whole system financially paid for by taxes. Ridership will go up, air quality can improve Stop dangling new tax decreases for the purpose of getting reflected. Make the whole UTA system publicly supported, free to all riders. |
| 80 | ever since we all found out about how fares make up such a tiny amount of UTA's revenue, it just seems silly to charge people for this service. people (although a small amount) other than UVU and BYU students have been able to benefit from the free fare on UVX and will be negatively impacted by the new required fare. right now, most people who aren't students who take public transit don't do so because they can, but because they must, and adding in ~\$80/month to their expenses is not cool, especially when their ridership makes up a small amount of UVX ridership. free transit for all, plz. |
| 81 | PLEASE don't change the free bus to a paid bus. I need the UVX to get to film shoots and to visit friends, and if it becomes paid, I can't afford to go on set or socialize as often |
| 82 | Please don't; if you change it I wouldn't be able to ride the bus |
| 83 | I will cry if free fares on UVX go away |
| 84 | I think raising the bus fare will just discourage the use of public transit. It will also eliminate many people's only way to get to work or school or to get groceries |
| 85 | <p>I have a UTA pass through work. However, I have farepay cards for visitors to use. The proposal to cap daily farepay charges would be helpful so they don't unexpectedly run out of money on the card.</p> <p>I wish the 17 could run every 30 mins. Every hour works ok to go to work, but sometimes I have to drive so I can get home again.</p> |
| | Please put the late night Front Runner trains to Ogden back on |

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| 86 | <p>Right now there are many plays and other performances in Provo and Salt Lake City that do not end in time to catch the train back to Ogden</p> <p>Also more information available at the stations, especially about delays</p> <p>Please get the system working again where we can text the bus stop ID to get information on the next few buses that are coming. It has not worked for weeks and it is very handy for us occasional riders</p> |
| 87 | <p>Please dont! Its so nice to have free public transportation! I wont be able to afford transportation if this isnt complimentary! It would complicate the lives of SO many people here in Utah!</p> |
| 88 | <p>These changes hurt people who already have issues affording transportation. The changes will increase the cost of traveling to and from work. This will not only hurt current riders but will not attract any new riders that would actually help for the use of these services. There is no use in having a fair pay card now as the daily cap is too high. These changes only prove to hurt people who are in actual need of the service and keep people from wanting to actually use the service.</p> |
| 89 | <p>I think implementing a fare of 2.50 for UVX should try to be reduced due to the frequent use from other students and such who aren't BYU,UVU students who would now have to pay for it</p> |
| 90 | <p>I'm surprised to see that riders may start having to pay for the UVX, but it makes sense. I ride the UVX multiple times a week due to attending school in Utah County. I'm curious how this will be enforced, and how enforcing payment may affect the experience at all. Normally you can just walk straight onto the bus and it's a quick, easy experience.</p> <p>Also, I used to live on 3900 S and rode bus 39. During that time, I was making less than \$30,000 a year and didn't have much family support. I'm really glad to see your guys' efforts to maintain route 39 and also offer reduced fares for people who make less money.</p> <p>I live on State St in Salt Lake City, and I really wish that going south on the 200 and continuing on the 201 was an easier, more convenient experience. I'm looking forward to when more service can be added for the 201, since I'd really be happy to take the bus down to several stores in southern Murray and Midvale.</p> <p>Overall, I'm okay with many of the current changes and I'm grateful for the updates!</p> |
| 91 | <p>New bike racks don't work well and are hassle to setup</p> |
| 92 | <p>Please leave the Orem/Provo UVX line free! It's a huge benefit to our community.</p> |
| 93 | <p>I have a concern with the no Cash Pay on the UVX . Especially if your phone dies how do you pay for it or you have no phone or you don't have public transportation card</p> |
| 94 | <p>I only ride because having the fare pay card I feel makes it more affordable for me. If you take away this option your paid ridership will go DOWN! anyone doing a lot of rides in one day has a free pass, a student pass, a college pass, a work pass. The rest up us who end up paying for our own fare pay card will just DRIVE instead. This is no way to get people to use your system...</p> |
| 95 | <p>Please do not make people pay for UVX during rush hours, sports games or big events it's always packed and that means less cars in the streets less pollution and less traffic. Big reason why it's so successful is because it is free.</p> |
| 96 | <p>I like all of the proposed changes except for the sunset of the UVX free fare. I would love to see that made permanent or to create a separate fare schedule that keeps this incredibly low cost for the 10-15% of riders who would now be charged.</p> <p>A change not proposed that I would like to see on a future change day is having the FrontRunner operate on Sundays. I use this for travel to reduce driving and parking fees and am often left high and dry on Sunday trips.</p> |
| 97 | <p>Keep UVX free as long as possible.</p> |
| 98 | <p>Any increase in fares makes UTA less competitive with ride-sharing. I use UTA because I don't want to drive personally, but I'm willing to give up the time and convenience of a ride-share in order to save a couple dollars and benefit the environment. Please don't make that equation any less favorable for public transit for those of us that have the choice.</p> |

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| 99 | Sunsetting the Zero Fare program in Orem/Provo seems like a backwards step, since there are a lot of students and university-adjacent people who use that. I wouldn't be affected, but I do want to advocate for all members of my greater community, and think that zero fare should continue to be extended. |
| 100 | I think we should look for another way to keep the uvx running as part of what makes it so great is the zero fair. While many of those who ride the bus are students there are many others who ride it as well and this change will not only make transit more inaccessible, but also discourage people from using it. |
| 101 | Zero charge has helped me so much! so many people have no other means of transportation and a zero charge helps the community immensely |
| 102 | I think you either need to have free fare all the time OR enforce the fares you already have. So many don't bother buying a ticket because there's no enforcement. Just make it all free. |
| 103 | Good but I would just like a yearly pass. I ride frontrunner a ton to bountiful. Maybe a bus towards the sky park airport?!? |
| 104 | The changes in most fares will be nice, otherwise nothing much will impact me. However, it would be nice if the 213 bus route had increased service, since it's usually crowded in rush hours. |
| 105 | I like the proposed changes. I rode transit frequently as a student and this would help make it easier for me to continue riding it now that I've graduated. |
| 106 | It should be free to all because it helps people who don't have a car to move around, go to their jobs, and provide more services to the local Utah economy. Utah valley is very auto dependent and hard to move around without a car. They need to keep it free to help those people. |
| 107 | I ride the bus to school everyday and if I was charged everytime it would be a substantial dent into my already depleted bank account |
| 108 | More constant arrivals |
| 109 | Overall, I don't mind the changes. I do like automatic capping with the Farepay card. I'll be sad to see the Farepay discount go away, but I understand it and can accept it. I understand that staffing is an issue, but I would really like to see increased frequency on route 39. |
| 110 | I use FrontRunner every weekday to commute to work and often use Trax on weekends. I have only seen UTA Transit Police checking for fares or even riding on the train once. If UTA is going to be raising fares there needs to be an increased police presence to ensure all riders are following the law by having a proof of paid fare. Raising the fares for Farepay users while not doing anything about the sizable portion of the ridership who refuse to pay anything at all is not acceptable. |
| 111 | I am 100% in support of making it as affordable as possible for people who regularly use public transport. I would rather pay more for my rides a couple times a year or have some kind of tax revenue that supports the program so that public transport can be accessible to all who need it. I support expanding the people who are eligible for reduced rates. I am not sure about Provo as I have no experience about UTA down there. |
| 112 | I might start using UTA services soon, but haven't used them for a few years since I graduated college and don't have a free college pass. I would like to see continued funding to keep UVX free for all riders, especially because I know that many immigrants and non immigrants and international students at private English schools depend on UVX for free transportation. It would be economically damaging for them to have to pay since fare costs add up. I also recognize that someone has to pay for it, and would hope another taxed thing can be redirected to help cover this. Reshift taxes if possible. |
| 113 | I think that a maximum charge and extending accessibility to lower income folks are steps in the right direction. I will always put in a plug also for more trax lines. |
| 114 | -Would the Farepay max daily charge cap be automatically instituted, or will cardholders need to buy a new card? Also, will the Frontrunner be exempt from this cap? And what will the cap be, and will this be the same for all cardholders? -UVX: who will be paying for it, and when will this happen? Also, why would you do this, when Utah county transit has truly not much to offer (dependability, punctuality, frequency, Sunday service) to daily riders? -Will the Hive Pass be affected by change day? Will the boundaries remain the same? |

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| | <p>-(I'm sure you get this question a lot) When will the Frontrunner run on Sundays? Also, why doesn't it already? Does the church or other government entities influence this?</p> <p>-Any plans on expanding bus shelters, or even benches at bus stops?</p> <p>-How are the drivers and other UTA staff doing? Do they have a union? Do wages increase in response to inflation? Have you noticed increased grievances in the last few years (Covid's start through the present), and what have you done to address them?</p> |
| 115 | farepay should have a max charge of 2 hours. |
| 116 | I use the bus and train every day to get to school and work and other various activities. I'm living paycheck to paycheck with full time school and part time work and can't afford to spend any more money than I am now. I don't know who the proposed changes for UVX fees would affect, but I know so many others rely on it just as much or even more than I do with their current situation. I can only say, if the fees are increased I ask that they be used to improve the UTA system, including the efficiency, safety, and comfortability of the transit. |
| 117 | <p>I was a driver for Uta they did not do their Uta safety inspections. When I try to report it and report violations of the ada compliance. I was fired illegally for not coming in on my day off and stealing a bus so Uta faked a terror threat against itself from the payroll department the fbi supposedly came by my house refused to hold anyone accountable</p> <p>and my mom lawyer advised me to flee the state costing my family thousands of dollars so so I don't believe Uta should even be in this Business they're obviously not capable of following any Department of Transportation laws. Any federal laws or any state lawsists disgusting</p> |
| 118 | Please keep the uvx free, I use it about everyday to get to work and school. I can't add another payment to the list |
| 119 | Please maintain the 39 service and times |
| 120 | I do not think we could charge for these services. I am concerned about carbon emissions/air quality as well as convenience/accessibility for the student and homeless populations. |
| 121 | I think a farepay maximum charge would benefit me a lot |
| 122 | I would hope a grant might be possible or that there could at least be a free option for short rides. Paying \$2.50 for a short ride seems like a deal breaker especially for students |
| 123 | The 201 should increase frequency to 30 minutes during weekdays |
| 124 | I am hesitant to support or use UVX if there is a fee involved. I would love to know the details regarding who would be charged and why. |
| 125 | I use the Free Fare occasionally, especially when gas prices spike. But my son and daughter ages 14 and 15, both who can not drive are able to take advantage of my UVU employment and their Concurrent Enrollment status to have a pass which enables them to come to the UVU campus to get help with their Concurrent Enrollment Classes with the Writing Lab and Math Labs that UVU provides and it would be very difficult for our family to be able to pay the regular wages for them to travel to campus on a regular basis. I hope it will be considered to continue to offer this Free Fare pass to UVU students and employees. |
| 126 | As a regular rider of the UVX line I foresee charging people to ride with a significant reduction in the amount of people riding UVX. The entire appeal is that it's free and fast. Once you take away the free part you will see a reduction in people riding which will make you cut the UVX arrival times by a fraction, similar to what you do with other less popular bus lines. I sure as hell won't be waiting half an hour for a UVX bus |
| 127 | I commute every day to work and appreciate UTA!!! Currently the 805 express runs out of Spanish Fork at 6:23 am and 7:23 am. Wondering if a 6:54 am could be added for folks that start work at 7:30 am at UVU. |
| 128 | I think the UVX should remain free, it is an amazing service to be able to get access to so many important parts of Provo and Orem easily, and helps encourage a reduction in car travel |

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| 129 | <p>Sunsetting the Zero Fare policy on the UVX is harmful to the communities it most serves. I rely on the UTA to work and go to school (I am disabled and unable to drive), and the UVX's reliability, accessibility, and efficiency makes it a standout. It is genuinely a gem of the UTA's services along with the Fronrunner - I have recommended friends move closer to the UVX line specifically because of the fact it is free. Introducing a barrier to something many people rely on every day is damaging.</p> <p>I am lucky to have a student pass but not everyone does. The same people who cannot afford higher education to access those passes are often the same people who struggle to afford bus fare. Additionally, not everyone has a phone or the technological know-how to access online ticketing. The suggested modifications to the Reduced Fare programs and Fare Pay cards are great, but not enough to "make up" for the changes to the UVX line.</p> <p>My home state, Connecticut, went fare free on all busses during COVID but started charging them a year ago, so I've seen this process firsthand. Requiring fares will drastically slow down the service of the UVX (especially in the beginning) and lead to less consistent service. Transit also becomes less safe when fares are required, particularly after they are re-introduced, in my experience. Riders were much more hostile to each other and to drivers about ticketing, as well as increased loitering around stations and stops. I was almost never approached for change by dangerous people or tried to be sold a cigarette when buses were free. The UTA is by far the safest public transit I've ever used, free or paid, and I want to keep it that way.</p> |
| 130 | <p>I think the max fare is fair</p> <p>I have another question> Due to increased low-income students in the Heber area coming to UVU or wanting to come to UVU, can a route from park City and loop at UVU be established?</p> |
| 131 | Keep it free |
| 132 | I understand needing to make money, but UVX being free is so important for the health of Utah County. I love UVX being free. |
| 133 | I think that charging for UVX would hurt the low-income college students in the area. I know a lot of students who take it to work or to class, and I myself take it weekly to get to class. I believe that keeping it free would greatly impact the area, but I understand that everyone has to make money somewhere |
| 134 | I will be affecting my life in a more negative way. Because I am stalked, identity theft 24/7, and many other intentional crimes that keep a victim from making any personal or private actions electronically. My identification has been so severely damaged nonstop, that there is not much left to do, but take actions in only very personal ways for any chance of achievements and progress without intentional damage, stalking, discrimination, etc. |
| 135 | Keep UVX fair free |
| 136 | Open pleasant view train station!! |
| 137 | The bus being free has made it possible for my wife and I to still afford housing and college while I commute on it to work full time. We don't own a car, we can't afford a car. But we're able to save money to afford one rn but having to pay for the bus would make it harder even if it's by a little since it's a daily commute multiple times for both of us |
| 138 | I usually take UVX to and from the fronrunner station in Orem, but if it charges \$5 per day then I would probably drive instead. |
| 139 | I do not think that there should be a regular charge on the uvx bus for anyone. I think that by doing that you will dissuade use, and prevent use to those who need it most. |

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| 140 | As a college student without a car, I have a lot of things to think about, and this is just adds one more thing to the every growing list. I ride the bus everyday to school and sometimes work, so this would heighten my stress levels having to pay everyday. My reason for saying that, is that I don't have time to figure out how to get the reduced fare. I moved to Utah and have been riding the UVX for 4 years now from Orem to Provo almost every day. Seeing the poster on the bus put a damper in my day because I have relied on UVX for so long. Adding a fare feels like a betrayal because the people who actually need the transportation are the ones using it— it might be worthwhile to consider a yearly bus card, because I sure don't have \$2.50 X 5 days a week to spend. |
| 141 | The 2024 proposed changes penalize riders unless you are a student or employee of the LDS Church who have their fare subsidized or if you ride from Provo to North Temple. I use the FAREPAY card which provides a 20% discount, and I ride the FrontRunner to South Jordan. Anyone who rides to points in between Provo and North Temple would pay more under the Proposed Changes. If the 2024 proposed changes are implemented, these riders would no longer use public transportation as it does not make economic sense. |
| 142 | I think that it's a bad idea, the fact that it's free makes it so that lots of people can use it. |
| 143 | I ride uvx daily in order to get to school (BYU). If the fare increased I would not be able to afford the commute to school. I do not have another form of transportation and so I wouldn't be able to get to school each day. I know other college students face this same struggle. Please consider this and please don't raise the bus fare. |
| 144 | While it won't directly impact me because I'm a UVU student, I still think this is the wrong decision. So many individuals use the UVX because they don't have access to a car, and because it's safe, accessible, and free. To enact a charge (low as it may be) will negatively impact a significant part of our community. If UTA provided a detailed explanation of why a charge needs to be enacted (ex. UTA isn't making enough money to maintain services), I may consider this to be a good decision; so long as free (not just reduced) fares were provided to the community for those in need. But as there has been no statement on why this needs to be enacted, and as university students across the state pay as a part of their tuition, I'm to believe it's simply because UTA can. That is not a good enough reason as it will have a considerably negative impact. |
| 145 | As a student, increasing the fare would be difficult for me to accommodate. I rely on the free bus system as I don't have an income to get around and outside my dorm. There doesn't seem to be much point to changing it besides just for UTA to make more money. |
| 146 | I think the free UVX busses is a positive thing to our community and to those who are struggling with money right now. People just aren't saving on \$2.50 one time, they're saving on the amount of times they take the bus and that amount adds up. |
| 147 | I already pay 1500 a month for rent, I am so poor I can't afford a fare for every single day I have to go/leave school and work |
| 148 | I don't think the UVX needs to charge people for taking that bus because it helps students and people with lower payments to go where they need to go |
| 149 | Leave UVX free for students. UVX is a reliable public transportation that students at BYU and UVU use consistently. |
| 150 | No, it will defeat its purpose of being free for students and the community I so t support this and I probably won't use it if they start charging in the future |
| 151 | My name is Ami Inga, and I am one of many international students living in Provo. UVX has been a really wonderful aid in transportation this years, we're very thankful for your community service this whole time but being an international student leaves me be in disagreement with those new changes: student life is so pricey that some of us cannot afford to buy a car, even less afford gas with its raising prices.It should also be taken into consideration that not only students who use your bus, but also people with low income: all of us have our reason and challenges that need two be considered. Thank you. |
| 152 | all fares should be free always |

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| 153 | Will students still need to pay? The whole reason I moved apartments was to have access to UVX and the free services. Will there be monthly subscription cards such that I dont have to pay \$50 a month to ride a bus? If not, id rather walk to campus than pay that much |
| 154 | Please don't collect fares on UVX. Ridership will decrease dramatically, reducing many of the benefits on traffic, environment, and public health. Fares will be very difficult to collect and enforce. UTA officers have a hard time policing FrontRunner. UVX operators can't collect or enforce fare. |
| 155 | i think it should stay free because it is a good way for people to get around who don't have cars or those who just want to limit their carbon footprint. Public transportation is better for the environment then every one person in a car driving to the same place. But if it starts costing money, personally i would not ride it anymore and I don't think a lot of other people would either. |
| 156 | All public transportation should be free. Who does this benefit if you start charging on the UVX? This will do no good for anyone. |
| 157 | Please do not begin charging a fare for UVX. It's so helpful and convenient for students and workers along the Provo/Orem corridor who don't have to worry about having \$2.50 (or potentially \$5) on them at any given time. UTA providing this line free to the public has done a lot of work to raise the general opinion towards using public transit in Utah County, we feel that charging for something that's been free for 5 years would only hurt the interests of riders, as well as depressing a potential increase in use. |
| 158 | Please keep the Zero Fare program on the rapid bus service in Orem/Provo! We should have more zero fare public transportation. We have already paid for this transportation through taxes, the public should be able to use it. |
| 159 | Honestly, I don't like it, because I'm international student who needs to pay enough for school, rent, food ect and I don't make much money and paying extra for UVX will be knife in the back for me. Even if I'm not going to school. I'm using UVX on daily basis and it's convenient for me that it's for free. Consider other international students as well. And people with low income. Thanks |
| 160 | I personally disagree with the proposed changes, I rely heavily on UVX as a commute from work to school to running errands, among other things. It's kept up my stability and helped me maintain my cost of living in a big way. I'm very content providing money for other systems of transport, especially when I need to go slightly farther places, but as part of my daily routine, this would no longer be a service I could rely on so greatly. Please reconsider |
| 161 | As someone who uses the reduced fare I strongly support making it accessible to more people. Having a max fare is also a great idea. I support and want anything that makes UTA more accessible and affordable for everyone. I personally believe public transit should be free. I also think a potential increase in volume of riders means needing more options. I would love to see the front runner come more often, instead of once per hour. |
| 162 | The only part that affects me is adding a fare for the UVX. I have always liked that it is free, and would prefer it to stay that way. While I can currently ride for free as a student, I know many non-students that specifically take the UVX because it is free. The UVX is limited if it's the only bus someone uses, but it's convenient because it is free and frequent. |
| 163 | Reduced fare eligibility and the Farepay system seem great, but the removal of UVX is not. UVX is a system that a lot of people rely on for work and school, and requiring a charge would only negatively impact people. UVX should stay, as it is a vital public service for the orem-provo area |
| 164 | I don't think it would impact me as much as a UVU student, but it would impact a lot of the local schools and students that don't have access or don't know about bus passes and are out of the zone for the school busses. This would impact a lot of people in the Orem and Provo community who rely on public transport to get to their jobs and back without having to spend 5 dollars a day to make their livelihood. If you are taking transit, you might not be able to own both an apartment and car at the same time, and this would impact the lives of potentially thousands in the combined communities. |

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| 165 | Putting into effect a fare would cause congestion and longer wait times when boarding the UVX. As a regular Provo/Orem UVX rider, I am opposed to the proposed fare. While student users would benefit from their free fare as covered by their school/university enrollment/tuition, other members of the public that rely on UVX (such as members of the work force or homeless individuals) who do not have such privileges provided by higher education would have to pay. Requiring fare would also complicate high use days, such as BYU and UVU sports events days. I am opposed to the implementation of a fare for the UVX bus line |
| 166 | Charging for the bus will not help anyone. People will just stop riding it. I love riding the bus, but I can't afford to pay as a broke college student. |
| 167 | Removing free fare on UVX would cause the buses to take far too long; the main delay on buses in the area surrounding UVU is all the students needing to scan. |
| 168 | The ending of the zero fare on the uvx would greatly effect my ability to use the uvx in a negative manner. |
| 169 | I really hope that there is no fare for students. It purposely live right next to a bus stop so I can get a free ride to and from school. I use the busses atleast twice daily, five days a week if not more and this is true of all of my roommates. I think it keeps it more convenient just to have it be free for everyone, makes it faster |
| 170 | I think it's not practical to charge riders who are mostly students a fare of even \$2.50 to take a bus that they take daily. Sometimes multiple times a day. People who take UVX are either in college or people don't have the pleasure of having a car, such as myself. I take the UVX because it's convenient in proximity to where I live . I like that it's also free considering I take the UVX 2x a day 5 days a week. I don't make a lot of money and I love the security of not having to worry about saving money for the bus everyday. Charging people would make it harder for people who are low income or in college to afford to take the bus. |
| 171 | I think this is a horrific idea. People have built a routine around using the UVX bus based on it being a free service. You alienate low income individuals by deciding to charge for this service. As a student, I have the privilege of using my ID card as fare, but only when I'm registered for classes, I would be without transportation over the summers now. |
| 172 | I think that it would be good to have people pay for a bus ticket. I am a student and think it is very convenient to take the UVX. I think this would help to keep the homeless people off the bus. |
| 173 | Keep it free for students and other riders! |
| 174 | I do not think the fare should increase. This will make traffic so much worse. |
| 175 | As a low-income person, the free UVX service is extremely helpful and my daily use of this service allows me to get to school and work safely and without worry. Not being a student at BYU or UVU it would be impossible for me to enjoy this service in an economical way. |
| 176 | While I have a byu id, I haven't used it yet, but I probably would have never started using the uvx if it hadn't been free originally. I would say that whatever is free currently should stay free for people under 18, as that can help expose people to using transit that might not be willing to get a card or something similar to try the service. |
| 177 | Everything is becoming so expensive and I have greatly benefitted from the free transportation. I can send my kids on it with no problems, and I can get to the front runner, which I have pay for. I also worry it's going to take longer for the bus to get places if we all have to tap in to ride. |
| 178 | UVX should still be free. I would not have the money to get charged for changing 2 busses 3 times a week. Might as well use Uber and have it drop me off exactly where I need to go. I liked not having to add another car on the roads. It was known funding would run out yet nobody cares at UTA to get more funding for it |
| 179 | I take the uvu every day as the only way I get to both of my jobs. I am not a student student so I don't get the uta pass. The UVX has been a godsend for me and if it was no longer free I might not be able to afford to go to my jobs. Me as well as many other people I know rely on this bus being free. Please do not charge for the UVX. Thank you. |
| 180 | I don't have a car uvx helps me get to and from work and I would have to walk if this changes do to fare |
| 181 | You can't charge that kind of money if the bus is going to continue to be late literally every day. |

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| 182 | I may be a student at byu and thus don't have to pay for bus fees but ik a lot of people in the area aren't students and depend on the UVX bus to get them around. Also it's extremely important for game day activities as those who parked further away are able to access the stadium. It is truthfully the only good piece of public transportation in this city and getting rid of free to ride would only lessen the bus's effectiveness and contribute to more car usage and we don't need more of that here. |
| 183 | I am very disappointed at the plan to end the zero-fare zone, which I believe to be an essential community service that connects key structures (work, school, grocery stores, shops, and entertainment) for students, visitors, and community members. |
| 184 | I wish route 218 would run every 30 mins like it used to. Fronrunner runs every 30 mins, so the 218 is only available half the time. I work about 1.50 miles away from the South Jordan station and have to walk if I arrive off cycle to the 218. If it could run every 30 mins during a short morning and evening periods, that would be so helpful. It may not be realistic to have it run every 30 mins during all hours of service. I am fortunate to live just one traxx stop away from the N Temple station and I heavily utilize your services. Thanks :) |
| 185 | I would rather not have paying be required, as I ride on the bus to school, and i would have to pay a lot over time to ride to and from school. |
| 186 | This would make taking UVX more expensive than driving. I would start driving my car to save money. |
| 187 | I think that providing the UVX as a free service has allowed many people, who otherwise would not be able to, to access services such as the fronrunner, grocery stores, hospitals, etc. If it must no longer be offered as a free service, the cost should be lower than \$2.50 to still allow people access to transportation who can't afford a car or other means of transport. |
| 188 | As an occasional rider (1-2x per month) who has purchased multiple farepay cards in the past, is there anyway to have both the cap and the 20% discount? This change would end up costing me and anyone riding a bus/trax twice in a day less than 4x a week more money. With companies like my employer switching to hybrid models, this seems like a more common arrangement for commuters. |
| 189 | I clicked on this hoping to comment about a daily cap, and very happy to see that was implemented! Hopefully soon enough pay can increase for drivers to increase more frequency with more bus routes. Bus lanes would be another great thing to add, feels like every road is super wide in the valley and could encourage transit by making the drivers and riders have a better experience |
| 190 | Avoid taking away discounts. Gove those riding just the S line a reduced rate. Increase frequency in routes to and from the university of Utah (21, 220, 213) during peak times (6:30-9 am & 4-6 pm) and decrease during low times. Bring back a route along highland drive and 2300 s. Fix stop near parkway and 1300 east as it is difficult and unsafe to get to. On a weekly basis I see bus patrons running across 7 lanes of traffic to get to the bus stop. Move it closer to a crosswalk. |
| 191 | I think it is not fair that they charge us that amount because some people do not have enough to be able to pay that amount. The amount is small but there are people who take the car just to save a little more. so I don't agree that it should be charged |
| 192 | The UVX is my main option when transporting myself, because it is easy, safe and free, its route is very good and fast, the UVX for students and ordinary people is very good, the service is excellent, having the UVX for free It is a blessing and the fact that they put a rate on it is not very good for me, because I use it a lot and the money is not enough to pay the UVX every day, I think that free is okay and that the service is very good, many people use the UVX as the main method of transportation because it is free, not all of us can pay the bus fare, I think the UVX should remain free. |
| 193 | Do NOT sunset the zero fare program. It is used by those in need. |

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| 194 | The proposed fare of \$2.50 for the UVX line should be the cost of a day use pass. Most usage of the UVX line is for round trip purposes. By charging for a day pass at a low fee ridership can stay high and people will continue to consider the line when they need to make multiple stops to accomplish errands. |
| 195 | It's criminal that you guys charge Utah residents when over 60% of your funds comes from our tax dollars. How is it fair to charge them a fee when we already pay for this rail line and bus to exist in the first place? You guys need to do something and be FAIR to us. |
| 196 | I have a UVU card so it wouldn't affect me too much, but i do think it could deter some from using public transit, making it less accessible |
| 197 | While UTA might be able to offer more security with the raised funds and with the bar to entry that is implicit in monetization, it is also too expensive for me. If I weren't a BYU student, I would begin riding my bike. As is, I do think it is a good idea, since BYU and UVU students will continue riding for free by swiping their card. |
| 198 | The free bus is a wonderful financial option for those who need to use public transport daily. Although the proposed amount is cheap, used twice a day and multiplied 5 times during the month, it will become a high additional cost for me, for a service that is already being made available free of charge and excellently. |
| 199 | I want to propose that the 806 route add one stop near the Pony Express and Redwood Road intersection in Saratoga Springs. Southern neighborhoods in Saratoga Springs easily use the 806 without riding a bike for 20 minutes uphill |
| 200 | It's a very unthought-out supposition arising from failure to conceive of the sum effect on students, faculty, researchers on all levels between the universities and commercial support of their contribution. |
| 201 | I don't think you should add fares on the UVX. You say yourself that almost all of the riders are people that have it paid for them so what do you gain. You lose so much adding a fare. You'll get worse traffic on university parkway and far less convenience for everyone in Orem. If it wasn't free when I was in highschool I never would have ridden it, but it was so useful to me and my friends so we could actually get around Orem on our own. It's already so difficult to get around Orem without a car please don't make it worse. |
| 202 | Please don't add a fare to the UVX! So many people benefit from the UVX being free, including myself. I use it to get to work everyday and saving that money is the only way I'm able to get by each month. I've met and talked to so many people on the UVX who are either homeless or financially struggling and their only way to get around is via the UVX because it's free. Having some form of transportation that is accessible to everyone and anyone is the least we can do for those less fortunate than ourselves. |
| 203 | As a student, I can't afford to pay a fare everyday to take the bus. This would be a completely unfair change. Keep the Provo/oreem route free |
| 204 | Please consider keeping UVX free. Do you have an idea as to how many people use this service who don't already have a pass? (UVU/BYU?) I would imagine there are people who use this free service to get to and from work and other places and this would be an unnecessary expense for them. Please consider keeping UVX free of charge. |
| 205 | That's a terrible idea!!! |
| 206 | Keep the UVX free! |
| 207 | Don't start charging for the uvx. It helps a lot of people out b |
| 208 | I take the UVX daily, this change will affect my budget a lot. My English Language Center school is located in Provo and since I live in Orem I would really appreciate if this stays the way it is or if ELC students (not only UVU or BYU) can have a discount o free pass, that might work to. Hope for the best! Thank you so much for your service! |

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| 209 | <p>Obviously, i don't love the idea of charging for UVX. The free zone has helped so many people. I've heard so many stories of low income people being able to access grocery stores, medical care, substance abuse programs, and get to court dates along with so much more. Yes a lot probably qualify for reduced fare, but not everyone. Even those that do, the 1.25 was a stretch when its their only option. Now, i do understand uta is a business with cost. I understand the free fare was a grant. I do wish you could cut the cost in half, and absolutely need to accept cash payments; a high percentage of the people who absolutely have no other option for transportation also don't have a bank account, or a card, or money to reload a card. It also implies that those with a paper transfer ticket from another route would be invalid. (So for someone like me, i come in from Spanish Fork, have a transfer, but now you're going to charge an extra 2.50??) I think the no cash option bothers me more than the fare change. It hurts the people who need the most help. If you must charge, so be it, but please have a cash option.</p> |
| 210 | <p>It would be really nice if there was a bus option that connected to Logan, Utah or even Brigham City. It would also be nice to know more about the plans for a new train station in Springville/Spanish Fork.</p> |
| 211 | <p>Keep UVX free. It seems to be working fine without charging a fare, why change that?</p> |
| 212 | <p>I am sad to see UVX no longer be free, even though I have a UVU pass, but I understand why and am ok with the change.</p> <p>On the 200% poverty line chart, I think the 1 person line is missing a zero.</p> |
| 213 | <p>Although I am a student and as such would likely receive free service as I do on regular busses, this change would definitely cause a lot of problems. I frequently ride with homeless folks who rely on the uvx to get around, and the price of one ticket on is about the same as the cheapest meal you can get, so there's a risk of either getting around without pain or with ease or getting food, which is a very sad trade off to make. Salt lake's free transport is something I've heard no shortage of praise on, online or in person, as is the currently free Uvx system. I'd rather petition the Utah council to increase funding than take it from the riders.</p> <p>The prices of living are already so high, the level of people that already struggle to get food is climbing increasingly higher by the day, and the UVX is an essential free service to many. Reduced fare rates take a bit to get, and in that time people will struggle. Just leave it as it is</p> |
| 214 | <p>I think keeping a free fare for the UVX is the best idea. Many people I know use the bus to get to work daily, and charging \$5 a day for transportation will likely greatly decrease the amount of people using the bus. Almost all the college kids I know are scraping pennies and \$5 to get to and from where they need to go will greatly discourage use of public transportation. We'll see more people walking and biking, thus increasing risk of pedestrian injuries.</p> |
| 215 | <p>I would hope that I could ride free as long as I have my active student ID for BYU as my commute via frontrunner and UVX is every weekday. If that's included, I don't mind the change.</p> |
| 216 | <p>Because I ride UVX regularly, I am disappointed to know this proposed change. I am now 70 years old. So I would appreciate it if you could provide us senior discount fare.</p> |
| 217 | <p>Are</p> |
| 218 | <p>For public transit to work, it has to either be faster or cheaper than driving. For \$2.50 I can drive further in my car than the bus will take me and I can do it faster. So even though I take the UVX daily, I will stop taking it entirely because it will no longer be cost or time effective</p> |
| 219 | <p>This new proposal to charge for the UVX will significantly change my commute. I use the bus twice a day, five days a week. It would be a financial burden that I was not expecting to have. And I know the college students who make even less money than me, and the high school students that ride this bus, may also struggle with the change. Please keep UVX free if possible.</p> |
| 220 | <p>I rely on uvx every day, and I cannot afford to pay for it. College students are the most financially vulnerable and are the ones using this service. To deprive college students of all people of a free service they rely on is inhumane. There's no justification.</p> |
| 221 | <p>I support the purposed UVX fare changes</p> |

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| 222 | I feel it should be free to continue bus riding, because of people who don't drive and for those who need to go places and don't trust driving themselves. |
| 223 | I don't think charging for UVX is a good idea. I'm a student so I get free fare anyway, but I know many people rely on UVX as a way to get around. Furthermore, charging would mean slower board times and put a damper on the UVX services. |
| 224 | <p>From what I understand, I as a BYU student would be unaffected by this financially, so I can't speak for those who would be. However I do feel that if fees were to be implemented, the buses should be better maintained. There are a couple buses which are very loud and seemingly have parts which need to be looked at. And even the quieter buses' windows constantly rattle throughout the ride. It's also not uncommon to have dirty seats.</p> <p>I am also concerned that these fees would drive fewer people to use the bus, which may cause more traffic. Provo and Orem already have an abundance of traffic. Perhaps it is ultimately best for the state to continue the full funding.</p> |
| 225 | Would this impact students who's college id usually covers the transit fair? Charging for the service likely makes sense and isn't unreasonable. |
| 226 | If we are serious about improving air quality, transit should be as accessible as possible. I think charging for UVX would be a mistake. |
| 227 | The UVX needs to remain free. The vast majority of daily UVX riders are students at BYU and UVU who use the bus to get to and from school and their homes. Many of us also use it to get to work. I cannot stress this enough: COLLEGE IS EXPENSIVE. A lot of students, especially those working to keep grants and scholarships, are full-time students who don't have the time for a job, and therefore couldn't pay a regular bus fare. Those of us who do work are putting that money towards rent and tuition, which eats up most of every paycheck. To say nothing of the entire families who rely on the UVX to get where they need to go each day. \$2.50 is already more than most cities charge for public transit. Don't turn your most frequently used line into another cash grab. |
| 228 | I don't have a car but if the uvx starts charging I just won't use it. I would rather walk than pay and I know how empty the paid uta busses are. People are eager to use UVX because it is free. The price of living is going up like crazy. People can barely afford rent and groceries. This is ridiculous. No one will ride uvx anymore. |
| 229 | I do not like fare changes- it kills my incentive to take public transportation. |
| 230 | If the proposed fare is enacted, I will never take another bus. The only reason I used the UVX line was because it was free. The proposed changes would make taking the bus more expensive than driving, making me unable to afford to not drive. |
| 231 | I think that the change is both unnecessary and cruel. A lot of people depend in the uvx to have easy and accessible mobility and don't have the resources to spend 20\$ dollars a week on transportation. |
| 232 | It's good to charge but give option for bus passes cheap as you can. |
| 233 | If you start charging UVX riders how are we supposed to get around. I already have to walk just about everywhere, the UVX is my lifesaver a lot of riders really need it to be free because we are too broke for fares. |
| 234 | Myself and several of my friends frequent the UVX line because we don't have cars. Because I go to UVU, my fare would be paid, but my friends would struggle to afford the repeat fare. I'm also curious if the fare would earn more money then the price of event tickets it drives away during sporting events. |
| 235 | I think that's a terrible idea. Students are already charged enough for UTA bus fairs and train tickets, they don't need to pay for the UVX. I think they should set up a donation system for people who want to donate but other than that, I think it should be free. |
| 236 | Personally, I don't like the idea because I ride the UVX every single day for school, and it's like the only way for me to be able to arrive to school as well. |
| 237 | <p>I think the farepay card maximum per day charge could be a good change.</p> <p>Reduced fare charge would also be a great change.</p> |

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| | I think charging for UVX will not be a good change. |
| 238 | Honestly that's pretty wacc, the UTA is what makes Utah better than most places in the west of the us |
| 239 | I support all of the changes except the sunseting of the free fare on the UVX line. The UVX line should remain free permanently. |
| 240 | I think byu students should get to use their id cards to ride |
| 241 | I think it should be free always, students can't afford cars because of the college expensive ness.. they need to get to school. I think it should be free for everyone.. my father works for you guys.. mike parry.. |
| 242 | I don't think that people should be charged to use UVX. Parking in Provo/Orem is hard to get sometimes, and I know a lot of people who don't even have cars that rely on the busses to get around. |
| 243 | Please don't raise the price. It's nice to have the free bus to get to Walmart to buy groceries and go places |
| 244 | I really don't think this is a good idea. A lot of us are students who don't have money for gas, or for other things so we take the bus daily, sometimes multiple times to save money. That's why UVX is free, and in my opinion, it should stay that way. |
| 245 | Fixing the bus 627 to match train arrivals and departures from Clearfield and the 667 to do the same to match train arrivals and departures it is very inconvenient waiting 30 to 40 minutes for the next bus going back your home or to the train station. And I feel like Clearfield station needs a new station at this point is so run down piece of the tiles are coming off |
| 246 | No dont |
| 247 | I would stop riding if there was a fee |
| 248 | I really don't you guys to charge for the rides |
| 249 | <p>I understand why the UVX cannot remain free since it requires funding to run it. However, I know many people who love riding the UVX and are not a student so they will no longer be able to ride for free. I think that the UVX should remain free to serve everyone in the community, especially those who are impoverished or otherwise disadvantaged who would be unable to afford the regular fare. Keeping it free would also help to reduce the traffic as it keeps people off the road. I think that taxes should be used to fund it if needed (I know you probably have little to no control over tax usage).</p> <p>Thank you for providing such wonderful public transit options. I use them nearly every day.</p> |
| 250 | Hi, please keep it free because there are many people who used it daily, is a big help for as. |
| 251 | I think that the UVX should remain free. It's a great public service that allows for greater connection between people. |
| 252 | FREE PUBLIC TRANSPORTATION IS VERY HELPFUL FOR THE COMMUNITY AND FOR THE FAMILY ECONOMY. AN INCREASE COULD MUCH INFLUENCE THE INCOME OF THOSE WHO OCCUPY UTA. |
| 253 | I loved using UVX but if you change it I won't be using it anymore. Public transportation is such an important part of infrastructure and charging for it seems ridiculous when it seems to operate just fine for free! People are finally using public transportation more and charging for it will likely destroy a lot of that progress. Please consider not doing it! |
| 254 | I've thoroughly enjoyed being able to use the UVX Zero Fare program, and don't want anyone to be deprived of that opportunity. Please keep it going |
| 255 | I believe fares should be free for all Utah residents. The proposed changes do not encourage more people to use the service and instead encourages people to drive their own cars. This is detrimental to Utahs worsening air quality. |
| 256 | I would like to see UVX remain free |

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| 257 | <p>I am personally a BYU student and would have my fare covered. However, I still have a few concerns. Obviously, operating a bus line is not free. Still, I believe the benefits of keeping it free outweigh the investment.</p> <ol style="list-style-type: none"> 1. Reduced cars—one of the reasons I ride the UVX is that it is cheaper than driving my car. Adding a fare makes it less competitive with cars, making it so more people may switch to cars, increasing pollution. 2. Flow—one of the great things about the UVX is that it flows smoothly, even at busy times. I worry about the time it would take to scan people on to the bus during busy times. 3. Special occasions. Even if a fare was implemented, I think it would be good to make the fare free on days with major BYU sporting events to reduce traffic and incentivize people to keep using it. |
| 258 | <p>As a poor college student, adding a charge to take the UVX would negatively impact my life. It would restrict where I can go since I do not have a car and my budget is already tight. I use the UVX almost every day to get to school, doctors appointments, and getting groceries.</p> |
| 259 | <p>The change will affect my family and me hard because we ride the uvx bus everyday to do everything when we need to go somewhere and we don't have the funding to pay for a ticket every time</p> |
| 260 | <p>I love the idea about making reduced fares more accessible for folks with lower incomes. I work at a daycare facility that has a sliding fee scale for low income residents on the west side of Salt Lake City and daycare is only one of many needs for families. Transportation is another huge barrier for getting access to resources, so this change would help a lot. Additionally, I commute to work pretty much 5 days a week from Draper to Salt Lake Central. I do this mostly so I have free time on my commute to read, but also to be more environmentally conscious. At the moment, with how gas prices are and paying \$6/day on the frontrunner, the cost to drive my car is the same as the cost of riding the frontrunner. With a cap for frequent riders on what we would have to pay, I would be even more incentivized to go with public transit, even though it does lengthen the time of my commute. I would be curious as to how the cap would be implemented. For instance, would I still scan my farepay card on Fridays and then there would be an automation that does not charge me for the ride?</p> |
| 261 | <p>I don't think it's necessary to charge 2.50 each ride? I have been using the UVX since 2019, and has helped me a lot since I don't own a car, I think it's too late to start charging. This is the only way I can get around to go to work. And if they start charging no people will be using it anymore. I don't think the state needs our money. There is no free public transport anymore in this state.</p> |
| 262 | <p>I have no comment on all but the FAREPAY changes. The current model of a 20% discount benefits moderately frequent riders like myself more than the proposed capped fare system would. While changing to the new model will have no effect at all on my ridership, it will lead to increased costs for me personally, using TRAX for an average of two round-trips per week.</p> |
| 263 | <p>I think it's kind of weird to have a premium service for something that should be accessible for everyone. UTX travelers should be the same level.</p> |
| 264 | <p>Retiring UVX Zero Fare on the rapid bus service in Orem/Provo program will encourage riders to use cars instead, which will be bad for the environment.</p> <p>Reduced Fare program changes will encourage more people to use public transport, which will decrease usage of cars and help poor population that doesn't have cars.</p> |
| 265 | <p>When I first heard about the changes I was upset especially about UVX changing from being free fare. Now that I have read the details, I am very happy about the fare cap and changes to UVX. I would love for UVX to stay free, but understand that operating costs do need to be offset. I think we need more buses with dedicated lanes and more bus-centric infrastructure. The frequency of the UVX is awesome for someone like me who can't afford a car.</p> |
| 266 | <p>I wish the state street busses ran MORE frequently. Sometimes it doesn't make sense to go all the way down to trax. Trax shouldn't be the default in always replacing some of the lines.</p> |
| 267 | <p>Sorry for the second comment, I forgot to add.. I feel like the 3900 s route needs to be increased to 15min. This is also very inconvenient not having it every 15 minutes. If it ran more frequently, I would take it to the trax station instead of having to drive, but given it doesn't come that often, I can't do it with my schedule. I already choose to have a longer commute due to taking public transit, having the bus not run more frequently is an additional barrier.</p> |

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| 268 | You're going to lose a lot of people with this proposal on charging people for uvx. You make more money on the front-runner tram than anything else. |
| 269 | <p>I'm writing to express my firm opposition to the proposal that the UVX transit line begin charging fare for its use. The ability to rely on the service for free has made it an indispensable option for many riders, particularly travelers visiting the area, those in need, or people who find themselves without another source of reliable transportation in the event of emergencies or other hardship, myself included. Please consider finding ways to continue to provide the service for free, especially where the precedent of free service has been set for the public for the last 4+ years, and the sudden change to require fare will come as a shock to many who are not able to keep up-to-date on these hearings or participate for various reasons. I understand that funding to operate it needs to come from somewhere, but being able to provide at least one UTA service for free is a massive benefit to the community, and (speaking from personal experience) leads them to use other paid UTA services such as the Frontrunner that they otherwise wouldn't have considered using.</p> <p>If a fare change is to happen, then more needs to be done to make the UVX accessible to the public without requiring so much interaction with regular traffic to get to it, like raised walkways that can bypass traffic and enhance pedestrian safety. I'm sure the considerations that led to the decision to put the UVX lanes in the middle of the road in some areas were complicated, but I have frequently missed busses and been denied service because I wasn't able to get to the platform before the bus departed due to traffic lights working against people trying to cross the street. I have even been denied service because the bus driver decided to pull away from the platform while they were still waiting for their light to change and could have easily waited, let riders on, and still departed when their light changed. I can accept these shortcomings if the service is free, but if it is going to require fare, then the line needs to be updated to make it a service that justifies the cost increase.</p> <p>That said, please consider that the people who rely on this free service do so for a reason, and the lack of cost is a huge factor. The requirement that fare be provided with a non-cash method will also disproportionately harm those who rely on a free service. As for myself, if fare becomes required, I will find other means of moving around the city for free and discontinue my utilization of the UVX. I suspect that many would do the same, and ridership will decline. Free UVX rides are one of the few things that I'm proud that Utah County has, and I have always enthusiastically recommended it to people. I would like to continue being proud of it and recommending it in the future.</p> |
| 270 | I am a student at BYU. I love UVX. It provides access to students that don't have cars. I also think that it gives more access to underprivileged people to work. Requiring a fare would make that more difficult. I understand that funding is needed, but I think it's worth finding a way to fund UVX so that it's still free for all. |
| 271 | I don't agree with UTA charging a fare for the UVX bus service. I take the bus and train every day to work and having to pay for the train fare is stretching me enough, I don't want to have to now pay to ride the bus I use just to get to the train station. I rely heavily on the free bus service and think that it should stay free. |
| 272 | <p>I am against the idea of the proposed changes. Since I lost my car, I've been relying heavily on the UVX and always doted to others about how it was free. I'd be very sad if I had to pay for daily usage.</p> <p>Now, if you followed the NYC standard and made it possible to purchase a month's worth of open access rides (and if you included all busses) that would make things more acceptable.</p> |
| 273 | Don't start charging any fees for the UVX |
| 274 | It is unclear from the article whether UVU employees and students will still ride UVX for free. I ride the FrontRunner from Salt Lake City to Orem 3 to 4 days a week and then take UVX from the Orem station to campus. That bus is full of mostly UVU students. |
| 275 | This charge would make the life of college students & the homeless/low income people much more difficult. Please consider the lives of these people before increasing costs in an already tight time. |
| 276 | If possible, I think the UVX service should remain zero-fare through the sale of advertising space in, on, and around busses and stations |

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| 277 | Please don't add fare to the UVX. The main appeal of this bus is that it's free for everyone. |
| 278 | I would like the UVX to remain free. I ride it regularly between my house and UVU. I graduated from college so I don't get free bus service anymore. But I still ride the UVX to get to Institute. Having to pay \$5 round trip per day or a monthly fee for a pass would get really expensive. Please keep the UVX free. Thank you. |
| 279 | Please don't add a fee. A free public transit system is a huge step forward in a more inclusive society. Thousands of residents don't have cars and the Utah Valley is in no way a walkable area. Adding a fee would ruin the purpose of the UVX as a speedy, safe, and accessible mode of transport. All a fee would do is line your pockets. |
| 280 | I'm incredibly disappointed by the proposed sunset of the Zero Fare program for UVX. I'm someone who has my fare subsidized by my employer, but only for commuting to and from work. I've enjoyed being able to park near a UVX stop outside of my working hours and using that service to explore restaurants and shops along the route without having to worry about parking. If this service is discontinued, that's something I would no longer do. In short, discontinuing the Zero Fare program for UVX would lead to me no longer using this service outside of my regular commute. And I would be sad. |
| 281 | I think this is a stupid idea. Why would you charge a fare during a time when people can't afford anything. Don't be moronic. |
| 282 | The maximum per day charge change would be life-altering for myself and other frequent riders. Other than going 100% tax-payer funded, it's the best solution I see for supporting those of us who use transit and bringing more riders into the fold. |
| 283 | I use UVX regularly to get from the frontrunner to BYU. I have no problem with fares being charged on UVX as BYU covers the cost. My only concern is that the card scanners will have to be kept up to date and working. I regularly find broken scanners as frontrunner stops and it is very frustrating. |
| 284 | The Zero Fare program has been incredibly helpful in our community, especially those with low incomes. I worry that eradicating that program will have drastic negative impacts for the many for which this program is an essential part of getting to their jobs and connecting them to other parts of provo and orem that they wouldn't otherwise have access to. |
| 285 | It is the easy way for students to get to their destination |
| 286 | I depend on the UVX line on a daily basis to get to and from work and errands. Adding a one way charge would impose a significant financial burden on riders who have no other options for getting around. |
| 287 | Please don't charge us, as a student this help me a lot! I don't have a car and my budget as student can't afford transport expenses. |
| 288 | I'm devastated to hear that UTA is considering sunsetting free fare on UVX, and implore UTA not move forward with this decision. The UVX line connects two major universities, several grocery stores, and two Frontrunner connections. The free fare currently provides Utahns of all demographics with transportation and access to food and employment; this public service bolsters the economy of Utah county, as well as the well-being of its inhabitants. |
| 289 | I rely on the free UVX bus literally every day to go to school and work, and I wouldn't be able to afford it if it was regular fare. I've lived in Orem for three years and I've used the bus every day, it's already hard to buy groceries right now, and having to choose between that and going to work would be devastating for me |
| 290 | I ride the UVX daily. It will be impossible for me to ride it if there is a charge. Raise prices somewhere else. |
| 291 | I think that public transport should be free or as cheap as possible because it will incentivize people to take public transportation more often and help the environment |
| 292 | I do not agree. It should be free because it is an highly transitated area |
| 293 | It seems that many of the changes will make UTA generally more expensive for riders. This is not the way to go. If it's more expensive, less people will ride. Talk to Cache Valley Transit, they have it figured out. |

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| 294 | Please keep bus Route 21 running with pickup every 15 minutes. I depend on this at least 5 times a week. Thank you for your excellent service. |
| 295 | I'm not aware |
| 296 | The FarePay changes are UNACCEPTABLE. FOR EVERYONE WHO JUST COMMUTES TO WORK YOU WILL BE INCREASING THEIR COSTS. The only people who would benefit are riders who ride all day long. I work from home 2 days a week, so a monthly bus pass is already worth less than it's cost. |
| 297 | THE FAREPAY CHANGES ARE UNACCEPTABLE. DO NOT SCREW OVER PEOPLE WHO DO NOT HAVE OPTIONS OTHER THAN PUBLIC TRANSIT! |
| 298 | It's ridiculous to charge the public for what should be provided by our taxes. I know that thousands of people rely on free public transport and cannot afford a car, so a fee would leave them stranded. PLEASE keep it free for everyone!!!! |
| 299 | FAREPAY CHANGES ARE UNACCEPTABLE. Even with the reduced fare income based increases, I do not qualify. I need every penny I earn. |
| 300 | I take my special needs friend on the bus each week and it is the highlight of his week. Charging fare on the UVX would make it so we couldn't ride it as often and impact his quality of life |
| 301 | I personally will not be affected by the change because I have a BYU card but I know there are a lot of homeless who take the bus who may not be able to afford the bus ticket. I worry for them. |
| 302 | <p>Public transit is the best part of living in Orem/ Provo. I ride my bike when the weather is nice. UVX is a life saver. When it comes to hills I can jump on and avoid bike issues (snapped chain-etc) or if I've already rode 30 miles and my body is exhausted. It's saved me several times when an unexpected storm comes.</p> <p>I had issues with my car a year ago and decided to live without. I'm proud of not contributing to pollution. The cost of plates, insurance, repairs, gasoline, car payments and maintenance is unaffordable. I'm also very proud of my mechanical abilities to fix my bike and keep it running. Fixing a car is incredibly difficult without a garage and tools.</p> <p>When visiting family out of state I was worried about taking UVX to the front runner and then taking the green line to the airport. Now that I've made the round trip twice it's a breeze. It's also a great way to visit the lake at the vineyard stop.</p> <p>Exploring Utah valley has been so rewarding. I don't drink or party or eat out. I ride my bike 20-30 miles a day and I'm filled with gratitude because the landscape is so majestic and I feel safe and secure. I have a background in photography and I've done some amazing Timelapse photography.</p> <p>Free Public Transit offers one huge benefit. The ability to be independent. UVX is running so smoothly and that will all change if fares are instituted. The first time I hopped on UTA all I had was a credit card. Most people don't carry cash anymore. There was no way to pay for the fare and I got kicked off and told to figure out a place to get cash or get a UTA card. I'm still hesitant to use my UTA card because of how the system works and being over charged. I carry \$10 in singles in case of emergencies. When I used it the first time (with cash) (my bike chain snapped) and the driver was very kind and accommodating and showed me how to properly install my bike on the rack. It was a pleasant experience.</p> <p>In conclusion the system is running well and I would say. Don't fix it if it isn't broke. Please be kind and secure funding to avoid raising rates. I'd love to help in any way possible so the one thing I'm truly passionate about here in Utah Valley remains constantly unchanged. Consistency is important. Sincerely Jonathan Fischer</p> |
| 303 | i ride uta often and know many people for whom it is a main reliable mode of transport. these people and myself sometimes don't even have enough money to pay for laundry, and the UVX route is their way to work to make money. with rising cost of living and inflation in general, paying for transportation that is currently free is the last thing that any of us want to worry about. i understand these changes as being yet another grab for profit, not for the people. please consider keeping the UVX route free, and even widening free transportation access for more routes. |
| 304 | Increasing the fare is not sustainable for long-term riders. You may lose service and customers because some people do not have \$2.50 in cash or a FarePay card available. |
| 305 | As I am zero income, 70, I would no longer be able to ride. I ride twice a day. Grocery shopping would be an ordeal. I would be mostly homebound, where I'm seldom home, now. No relatives. No more library, so no videos. I don't have tv. Quite a loss, in standard of living I'm seeing. |

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| 306 | Please don't charge \$2.50 per ride. |
| 307 | Keep it free |
| 308 | Students who commute like myself should be able to ride free. |
| 309 | I don't like it |
| 310 | If the price change goes through and the uvx stops being free, than I would stop using it. The uvx being free is the only reason I use it. This would limit my outings a lot. I use the uvx to get places that are too far to walk and visit relatives. Lots of my relatives also use the uvx to visit each other, so the price change would effect them either financially or socially. |
| 311 | Free transit. I feel it will compel people to choose public transportation over driving to work and paying for parking. That will directly impact the air quality and decrease accidents (hopefully) with a few less cars on the road. |
| 312 | I do not approve of charging UVX fair. I think it is a very helpful asset to the community to have it be offered for free, and should continue to be offered as a free service |
| 313 | Keep UVX free. It's the transportation of some poor college students and other poor people like myself. In winter time it's the only viable option without a car. |
| 314 | This should not change. It's become a means of transportation that she rules and lives have been built around. Not to mention with inflation and cost of living rising our college students use it more than ever. |
| 315 | adding fees the UVX will impact many low income people who depend on the UTA to get to places like work and school. |
| 316 | Please don't charge for UVX it will make it worse for traffic and expensive 5 dollar round drip to me and any low income customers |
| 317 | Do not get rid of zero fare where it exists. Re-up the funding, and expand to other areas. |
| 318 | I take the bus 2 a day 4 times a week. It is my only form of transportation to and from work. It is the only way I am able to get groceries. Charging for this would greatly negatively impact me. From an economy standpoint, so many people would no longer be able to travel and spend money to help the economy. Public transit is one of the few things that helps those less fortunate. Please do not implement these changes. This is detrimental change, and would be step backward for Provo and Utah as a whole. |
| 319 | I don't have a car, only make around \$240 per month tops (and its usually less than that), and I'm homeless. I have to walk nearly everywhere, but the free UVX helps me avoid getting physically worn out and saves me from having to replace my shoes as often. Having to pay for the UVX will probably be a big burden for me and I might not even be willing or able to pay it. If you can provide low income and vulnerable people free bus passes for the UVX at the Food & Care Coalition and also the United Way Food Bank in Provo that would help support the community with any approved cost increases. |
| 320 | I regularly use the UVX and it gives me reason to continue to use public transit instead of my car to help eliminate traffic and more fumes |
| 321 | I would like to see the 821 and 831 buses connecting again on Saturday schedule . I miss the 831 on Saturdays by 10 mins . And I would like to see At 8:31 bus sit until the 821 gets there because often I am having to walk six blocks home. And in the winter time it's often in the dark. |
| 322 | I think that changing the BRT service charges makes sense then using that money to eventually replace them with Trax lines. I also think you all should change your position on the Rio Grande Plan and back it publicly. |
| 323 | I feel like it would be best if the uvx buses stayed free to ride for multiple reasons one being that college students utilize the buses to get to stores and other places. Everyone knows that college students have more important things to spend their money on than fares for a bus. I feel like if you start charging a fare for the uvx buses use of them will decrease. I also know that there are people who utilize the uvx buses to get to and from work. |

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| 324 | having the uvx be free has made it way more accessible for me to get to work, do errands and get to appointments and visit people. i am not a student anymore but i think it's a valuable resource for students to get around town and being free makes it more accessible to the poor and working class. |
| 325 | I would really like it if this didn't happen because I need public transportation to get places and I don't have the money to pay to use it. |
| 326 | The changes to service and fares probably won't cause many problems. The fare caps are frankly a fantastic plan. Two things need to happen to support Utahns who use and rely on UTA, though: <ol style="list-style-type: none"> 1. Frontrunner needs to run at least twice an hour every day, and buses need to be slightly more frequent. 2. Since #1 won't happen in the near-term, buses and trains need to arrive precisely and not leave early so that people can reliably plan their trips. |
| 327 | The proposed fare capping program is not sufficient for the premium service. I commute currently 3x per week from Provo to Lehi which costs me \$36 every two weeks, The fare capping program would make it so I pay 40% more or \$60 to commute every two weeks. Such a price increase would make driving much more affordable thereby encouraging me to drive instead - the opposite of what UTA should be doing. UTA is not exactly packing the trains right now, so I am not sure how this program will help increase ridership. This program would do very little to attract more riders. I also do not like how Regular and Premium are separated, many commuters use a combination of both platforms and would be negatively impacted by the capping program when they benefit from the current discount. For example, someone commuting from Payson to Lehi, would end up paying more because the trip from Payson to Provo on the bus and then Provo to Lehi are both under the cap amount and therefore would pay more whereas now they benefit from the discount. Reduced fare riders are the only riders who would see an sort of benefit and therefore I vote an emphatic No to this program until all riders see a noticeable benefit. |
| 328 | Good Idea, With common 3 days a week work from office, I would suggest creating 3 days package also. Like - \$5 (As With approval it would be \$2/day) |
| 329 | The FarePay Cap will not help most transit users. It is a way for UTA to make more money while trying to convince riders they're saving money. Most riders do not use transit more than twice a day, they use it to commute, which is two trips a day and doesn't meet the fare cap limit. Most will lose the savings they now have with reduced fares. It's frankly insulting that you would frame it like we will be saving money when the opposite is true. |
| 330 | To my view this will be an additional charge for many people, and will be tough due to expensive life and challenges we are all facing now. So please we will like to have a free ride of UVX, it is helping us a lot. Thank you very much. |
| 331 | Ending the free transit on UVX is going to mean you're losing a lot of people that ride the bus that isn't a BYU or UVU student. I also fear that BYU game days will get worse, as a lot of people parked in park and ride lots and rode UVX to the stadium, reducing the traffic on University Avenue and University Parkway. I recommend, if you go through with this, including BYU game tickets as part of a free UTA bus pass for the night. |
| 332 | We need more rides like every 15 to 20 minutes |
| 333 | This would become such a financial burden. Most of the people I see riding the bus are low-income families or poor college students. One of the appeals of the bus is that it is free to ride. If that option disappears I know that many people will stop using the bus as frequently, leading to a fall in customers visiting certain businesses and people visiting community sites such as the temple and the library. |
| 334 | I think that free of cost transport is important for those that have the need to travel but can't afford having a car nor have enough income to afford to pay for public transportation. |
| 335 | Increase number of places Farepay cards are available. I don't think there is enough promotion or awareness of the self funded preloaded cards. |
| 336 | As a senior this would help me a great deal. |
| 337 | Please don't charge fairs on UVX, it's nice having a bus I can ride for free |

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| 338 | I am a low income college student and I take the bus every to go to work, and I can not afford to pay around 200 per month for transportation. |
| 339 | I feel that it is important to keep these services free. This is a great service to the community and makes life so much easier for so many of us. Even a small fee of \$2 adds up fast |
| 340 | Charging fares for UVX would be greatly detrimental to people who need transportation for work but cannot afford it, or it would be burdensome for them |
| 341 | The proposed fare for UVX will affect me as I use it at least once a month. However, I would love to continue to ride UVX for free. |
| 342 | It's dumb. It makes struggling college students pay more than they are already are |
| 343 | The price of fare to last 24 hours. Instead of daily charge. If you purchase a fair at 11am to las until next day at 11am. |
| 344 | i am very against the proposal to end free transit on the uvx buses. While I am a student and can use my ID card for fare, I have seen how effectively the uvx buses support the disadvantaged people in the area. I've met and talked to numerous homeless people taking the uvx, and all of them express extreme gratitude at the option to quickly get to different parts of the city to best utilize the other resources made available to them. Furthermore, i often see young families and teenagers taking the bus for recreational outings. Adding a fare for this route would discourage them from taking the bus, making them take cars, adding to the air pollution of the provo area. For the sake of the less advantaged and the environment, please keep the uvx line free of charge. |
| 345 | UVX should be free for everyone. |
| 346 | UVX should be free |
| 347 | BUSES SHOULD BE FREE |
| 348 | UVX SHOULD BE FREE |
| 349 | FREE BUSES FOR ALL |
| 350 | FREE BUSES!!!! |
| 351 | FREE BUSES! NO FEE OR FARE |
| 352 | FREE BUSES. NO FEE OR FARE |
| 353 | As a student, money is hard to come by. Having free public transport here in Provo is a blessing. However, if UTX begins to charge, I don't think that I will be able to continue to afford it. |
| 354 | NO FARE! FREE BUSES FOR ALL |
| 355 | FREE BUSES!!!!!!!!!!!!!!!!!!!! |
| 356 | FREE BUSES!!!!!!!!!! no fare! no fee! |
| 357 | There should be free buses for all. I am a full-time student at BYU, but once I graduate I still won't have enough money for a car, and I will lose my free access as a student. I need the UVX to stay free. And it should be accessible for everyone. If Utah cares about its residents and the environment, it should be doing EVERYTHING in its power to encourage public transportation and bikes and discourage personal vehicles. |
| 358 | ABHORRENT!!!!!!!!!! |
| 359 | BAD |
| 360 | Charging a fare for UVX is diabolical considering how much you have promoted that UVX is a free service. I rely upon the bus to help me get to school and my job. It has been a lifesaver considering I and countless others who rely upon the bus do not have the funds to pay for a regular fare. |

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| 361 | many college students use this as free transport, and adding a charge will discourage use and impact everyone's lives |
| 362 | Please don't, so many students depend on the bus for transportation. Charging will only discourage use and impact everyone's ability to get around. |
| 363 | they better make it free |
| 364 | Do not change the fare! I use this regularly as a student and when my semester ends I'll no longer be able to take the bus to campus for studying, or to the library for local events! Free transportation is so vital to Provo's ecosystem, DON'T CHANGE THE FARE! |
| 365 | this isn't fair i like going places and im not going to pay to use the bus because i go alot |
| 366 | Please keep the UVX route free! Many low-income workers depend on that to get to their jobs. My daughter is one of them! |
| 367 | Please keep the UVX free, I know more than a few young adults who depend on it to get to work, and they're not students because of tight budgets. Provo/Orem has a large population of young adults who struggle financially. Keep the line free! |
| 368 | My sister needs this service to get to her minimum wage job. College students are not an ethical source for revenue. Please please please keep Utah Valley Bus Service free. |
| 369 | This is a ridiculous idea. So many college students rely on the UTA to get around. They already pay for so much, please don't make us pay for this. |
| 370 | Please don't charge I'm 14 and I use this bus to get to the skatepark I have no rides and no other way to get there I have no money for fares |
| 371 | *15 minute service on Sunday on trax train *service on major holidays on trax trains |
| 372 | I quite like the sound of the maximum per-day charge proposal for frequent riders. I also think the route alterations sound reasonable on the surface, but I haven't used any of the routes mentioned. I am also glad to see that reduced-fair eligibility is being expanded, as one of my main concerns with the sunset of the free UVX rides had been that some low-income riders may suddenly need to spend about as much on bus fare as a single person spends on food. |
| 373 | I ride UVX busses at least twice a day on the average weekday, and I use other UTA busses on about a biweekly basis, plus the Fronrunner something like every 3 months, but I honestly think that if there was a fare for UVX, I would boycott all UTA transportation, even though I am a BYU student so I wouldn't have to pay the fares myself. I just think this is a really stupid idea. I own a bicycle; don't make me use it. Other than that, I do like the idea of a maximum-per-day charge, but I worry that then I'd feel like I'd have to consolidate my travel to one day. That's a me problem, but maybe if enough people have this kind of idea, it could cause problems- I'm unsure what or how, though. |
| 374 | I disagree with the proposed changes of charging a regular fare on UVX services. This service has provided the means for young working individuals to go to school and their jobs, all which is to provide for their future. If anything, the local government should be supporting young individuals and those who can't afford other means of transportation. An additional fare will also discourage people from using the bus and will go against the nation's pledge for more green energy. |
| 375 | the UVX bus is incredibly beneficial to students or student-aged individuals without a car. a fare would make this a much less convenient and accessible option for non-student individuals to access important destinations, like the train station, grocery store, or work. |
| 376 | Implementing the regular charge would greatly reduce the number of people that actually use the system. |
| 377 | Do not start charging many students and citizens rely on free public transportation. I do not agree with the new change. Students and citizens will be forced to walk. Please keep it free , we love you uta:) |
| 378 | The UVX is a crucial form of transportation for so many residents of the Utah County area. As a former student, this was necessary for me to get from my old apartment to school on time, and it continues to be important to me as someone who doesn't have a car. |

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| 379 | I love the idea of implementing a fare cap for FAREPAY users! However, if the discount is remove, there is little incentive to use a FAREPAY card. I would move to the Transit app tickets or paper tickets from machine. |
| 380 | <p>Thank you for putting together this feedback page. Largest item from the change day items for me and many others is moving UVX to paid service. I ask that this does not take place and that UVX continues to be free. UVX is the best transit route in utah county and has frequent ridership, even by those who aren't students. I am not a student and still take UVX regularly instead of driving. Because UVX is free I choose to take it instead. With the current pricing structure scheduled for august, I would no longer use UVX but instead opt to drive. Again, I ask that this not happen.</p> <p>Second item, and I think this is awesome, is raising the limit for those that qualify for reduced fare. This is an essential item to imporve quality of life and enable many to participate in society.</p> <p>Third item is having a daily and weekly maximum fare cap. I agree with this decision and believe it will help frequent riders of transit, and help others choose to take transit more often. For me, I take the frontrunner from provo to Lehi several times a week and this will help in my costs. Also it will make me want to take the frontrunner more often to salt lake knowing that I will hit my maximum fare. Please make this happen!</p> <p>Thank you for all you do UTA for making Utah a better place to live through better transportation!</p> |
| 381 | dont do this im a teenager who doesnt have money. |
| 382 | I am in favor of the proposed fare changes to having a maximum charge per day for frequent riders, there should definitely be more cost options with it being less for multiple rides. |
| 383 | As I have a BYU ID to tap on and off regardless, the fare change doesn't bother me. It will be interesting to see how ridership changes after the fare change given how the UVX has become a main mode of transportation for so many. It gets busy sometimes. As a local rider, I often bring home groceries on the bus but make sure to time my trips to avoid when the high school lets out or byu has a big game. Standing room only while carrying multiple grocery bags is no fun. I do hope that the ridership numbers stay high even with the fare change. On a side note, it would be great if we could get a bus rapid transit line like the UVX going north/south on state street. |
| 384 | I will be harmed by the removal of discount for farepay usage. But I am an infrequent user so do not expect my needs to be considered over those who use the system daily. |
| 385 | Please don't cut even more bus routes! They're completely cut in my area and it's been terrible, the ride sharing service gets overloaded easily at peak times, and is really hard to load a student ID into, I got kicked out of the system too often to have it be useable so I had to buy a car since the bus that went straight from my work to the train got cut. I'm sure someone will have a similar situation to me if you cut a bus. I think expanding eligibility for discounted fare, and farepay card upper limits will be great, my family members who are not students will be much more willing to come with me for full day excursions via public transit if they don't have to worry about being charged over and over again. |
| 386 | I understand why fare changes might be needed but I would prefer for it to stay free because I use it a lot and it has been so helpful. |
| 387 | Students rely on the bus system to get around!! Don't take that from them! |
| 388 | TERRIBLE IDEA. UTA is a public transit system, which means that in our car-centric system it's mainly used by those who can't afford a car, and charging even \$2.50 per ride would rack up unmanageable costs for those who use it and other buses frequently, such as those who need to take the bus to get to work. Charging fares will likely drive away the majority of riders and could end up causing a budget deficit. |
| 389 | I get that the free fare funding is out, but there are the homeless, disabled, and those who can't really spare alot who will be unable to make the proposed fare. I suggest a reduced fair for the disabled and with families |
| 390 | I do not like the proposed changes, please keep the Farepay discount. I typically only do 2 trips day 3 days a week, so I benefit from it more than I would from fare capping. It would hurt my budget having to pay 20% more for transportation. |

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| 391 | The fact that uvx is free has helped a lot with my quality of life, in addition less people would ride the uvx frequently as it would cost money todo so |
| 392 | If we are seeing 85 percent of riders of UVX with subsidized passes does it really make sense to start charging a fare? This route is readily accessible for many, and the cost doesn't seem to offset the public benefit of quick and accessible transit. Find ways to pay for it and make it free for everyone (if we can subsidize billionaire for entertainment surely we can subsidize a bus fare in Provo). |
| 393 | Many people who are low income use tracks and it's as a primary transportation source. Allowing more people to access can insure that people get the services they require |
| 394 | Public transit should be free, that's when it really benefits the people and communities who rely on it |
| 395 | The change especially with UVX will make the cities less attractive. Did you think about tourists or low-income family? That's a huge monthly cost! |
| 396 | I am a student and I haven't got a car, so it's really convenient to me taking the uvx for free. |
| 397 | I believe the changes listed are in riders best interests. |
| 398 | It doesn't really affect me because my work pays for a pass. |
| 399 | Don't take the fare pay discount away!! |
| 400 | I do not support the proposed change. I use the UVX to get to work every day and it is the most convenient mode of transportation for me. I love the feeling of carpooling and not using my car every day. However, if I had to pay to use it I would switch to driving. Even though the cost would be cheap, it doesn't replace all the instances I use my car for every week. So I'd be paying for gas and bus fares. The UVX supplements my transportation but I cannot justify paying for it |
| 401 | If you added a fee it would become too expensive for me to use the bus which is often my only source of transportation. |
| 402 | I've noticed that sometimes it's more cost efficient to use my car than ride the bus or the train. Reducing fare to Lower would reduce the amount of People using there car to for work or even visiting friends using the front runner. Would help with air population |
| 403 | I don't like the idea of having to pay for the free Provo/Orem UVX bus. Putting the infrastructure on the roads to create this bus route was annoying and has changed the roads in a negative way. Now if a fee was added to the bus service even less people would ride it like the other bus stops around the area but we would still be stuck with horrible impact on other traffic. I know several people that use the bus route to take their kids to the library and get to trax |
| 404 | I think adding Sunday service to the Frontrunner is long overdue and would be widely utilized. Please run the Frontrunner on Sundays!!! Even reduced frequency would be so helpful to so many people. |
| 405 | It's not right. |
| 406 | I understand that funding has expired for the UVX free ride system, so the proposed change in charging a fare makes sense. My only comment is that if it were possible to get renewed funding, I know it would be of huge benefit to the community. I've seen many people who rely on the UVX system as their main form of transport, and who don't necessarily have the means to pay the fare, or obtain a way to pay it without cash. I just know that it's been a huge blessing to the communities it services. Thank you! |
| 407 | The changes make sense financially for the most part. It will be sad to see the reduced fare go away if you use a uta farepay card. |
| 408 | The changes make sense financially for the most part. It will be sad to see the reduced fare go away if you use a uta farepay card. |

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| 409 | I regularly use UVX. I ride DAILY, but you didn't make that an option. I use it to get to UVU campus and Provo central station. The entire purpose of UVX was to be an accessible and free mode of transport. To change that suddenly and begin profiting from it would be horrible for those unable to afford the fare. Even if only 10-15 percent of riders are affected, that's a massive amount of people given how many use UVX every day. They shouldn't be charged because it's something low income people especially depend on, and there's a reason they use the free bus instead of paying for one. They cannot afford anything else. Do not implement this change. Charge the slight amount more fare to people who can already afford bus routes they pay for. |
| 410 | I ride the bus everyday multiple times and I think adding a ride fare would cause increased financial stress on riders. I would be paying 60 at least each month and that's not something I nor most can afford |
| 411 | The loss of the 20% reduced fare would make UTA services unaffordable to my family and we would stop using UTA's services. We have done lots of cost analysis and we can drive for the cost of full fare. The 20% fare reduction is the only way UTA is cheaper than driving. We would oppose the removal of the 20% discount and will stop riding transit services if we are back to full fare. |
| 412 | Don't charge for UVX, I like that it's free. It's super convenient |
| 413 | This is the only free transport service readily accessible to the public. I have seen hundreds of people rely on it when they didn't have another option. Do not introduce a fare for the UVX line. |
| 414 | I started taking the UVX weekly for about a month and it has helped so much. If I were to use it every day and have to pay \$2.50 I probably would stop using it and it would be more complex to get to school. Riding it has been an eye opener, there is a lot of people who use it and if we really care about our environment it also is helping it a lot. |
| 415 | Charging for the UVX is an absolutely horrible idea. If only 10-15% of riders will be paying, it won't make money for UTA, and people will be very tempted to skip paying altogether. I ride the UVX because it's free. If I had to pay to ride it, I would probably stop riding and use my car again. That is not what our air quality needs. Please keep UVX free. |
| 416 | a lot of young adults use the UVX including those not in college but still that age and can't always afford something like that especially with how great of a resource it is. |
| 417 | Simply put, I wouldn't be able to afford school. This sounds dramatic, but I'm struggling to keep up with rent as is. One of the benefits I've been able to rely on is public transportation, and if this stops I would have to look into picking up a second job just to pay for transportation |
| 418 | With zero fare being the future of transit, new BRT lines being zero fare, free fare zone, & free fare shuttles in Ogden, Layton, and other places; and finally a service with already such financial support getting millions from the universities, UVX should continue being the trend-setting, wildly successful zero fare service that it is. The costs that will be incurred attempting to charge, enforce, and process a fare will exceed the amount collected. |
| 419 | <p>Here are some compelling reasons why the UVX should continue to be free:</p> <p>Accessibility and Equity: The UVX has been a lifeline for many residents, especially those who rely on public transportation due to financial constraints. By keeping it fare-free, we ensure that everyone, regardless of income, can access essential services, education, and employment opportunities.</p> <p>Reducing Traffic Congestion: The UVX plays a crucial role in reducing traffic congestion on our roads. By encouraging more people to use public transit, we alleviate the strain on our highways and contribute to a cleaner environment.</p> <p>Promoting Sustainable Transportation: As we strive to combat climate change, offering free public transportation is a step in the right direction. It encourages people to leave their cars at home, reducing greenhouse gas emissions and promoting a greener, more sustainable future.</p> <p>Boosting Local Economy: A fare-free UVX benefits local businesses by making it easier for customers to reach shopping centers, restaurants, and entertainment venues. Increased foot traffic can revitalize neighborhoods and support economic growth.</p> <p>Attracting Visitors and Tourists: A free and efficient UVX system enhances the overall appeal of our city. Visitors and tourists are more likely to explore local attractions when they have convenient, cost-effective transportation options.</p> |

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| 420 | The free UVX system is INVALUABLE to people living in this area. I used to depend on the UVX for everything, and the fact that it is free makes it so much more accessible and low stress. Many people would have a much harder time with public transit if the UVX started charging. This bus system alone revolutionizes public transit in Provo and Orem because of its consistency and availability to those in less than ideal economic situations. |
| 421 | People use UTA as a necessity. It is unethical to charge money to use a public service that many rely on for transportation. Don't do this. |
| 422 | Please make the fair free for students! |
| 423 | I do not support UTA beginning to charge regular fare to ride UVX. UVX is an incredibly convenient service that I ride often. However, if I had to pay to ride, I would definitely just drive my car instead. On your website it says that it is estimated that only about 10-15% of the people who ride UVX will need to pay. I am doubtful that the revenue generated by that small percentage of people will make a meaningful difference in covering the costs of operating this service. However, it will make a meaningful difference in the lives of those people, and I believe many of them will stop riding UVX altogether. If you want to increase ridership, please direct your efforts towards making public transit more convenient and affordable. Keeping UVX as a free service would be a great start. |
| 424 | If you increase fare, I will not be able to get groceries because I can't pay and I can't walk the distance. |
| 425 | I would stop using the UVX service if I have to pay \$2.50 for one way service. Right now I utilize service between downtown Provo and Provo central, as well as the EastBay loop (attending NOORDA COM). While very convenient UVX is often quite unreliable in terms of arriving/departing on time and saves only about 5-10 minutes over walking on my most frequent route. \$2.50 or \$5.00 round trip is not worth it for my uses. |
| 426 | I don't currently use UTA transit, but I relied on it in college and shortly after graduating. The free UVX fare saved my budget and allowed me to actually get to and from things like my job and classes and the grocery store. Without it, I'm not sure I would have made it and I know many many students who feel the same. I am so grateful for the free fare for that one line specifically and think it is a great service that should continue to be available. |
| 427 | I wish they was still the some and some was still free because I am a low income.parson and don't have much money but I need the bus to get to place that I need to get to and I am age 63 now what can I do so I can get to things that I need with my very very low income |
| 428 | It is a very vital service, I've used it to go throughout the valley for YEARS since I grew up in Provo, right next to the mall. It is such an important service to have available, and especially when I was too young to drive I would use it to get anywhere in the city. One time I lost my phone on one! This is the service I used to go to pride the last two years (and also to the one that has been held in Provo) and I would love for it to remain free! I know plenty of foster kids that have used it when their schooling is in another town, and also when college kids need a free ride to near the campus, this service is incredible. Keeping it free is VITAL. The \$2.50 fare would add up ESPECIALLY with those college kids that use it daily! Please consider keeping it free! |
| 429 | UVX should remain free, myself and many other rely on this for transportation to work, school, etc. Charging would put a considerable strain on my personal finances, the finances of others, and the distress would be felt across the community. (Also please have a Fronrunner only monthly pass, the "fair pay" pass is not fair pricing at all....) |
| 430 | It's so important to keep these services free for ANYONE who needs them. Everyone is struggling and this is one of the few things that is easy and accessible for everyone. Our state also struggles so much with pollution and public transport helps keep the air cleaner and reduce so much traffic. |
| 431 | UVX should remain free for Provo/Orem. Many people rely on this free public transportation. |
| 432 | Public transportation should be free |
| 433 | Keep the no fare! It is so helpful as a young adult who isn't a college student |

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| 434 | <p>Please do NOT go through with any of these changes. What the people in the Orem/Provo area have now is really nice and effective for most. I personally don't have a car and have been using transit to get everywhere for years. In the last year its something I've used everyday to get to work, interviews, visit family, get to grocery stores and don't have the funds to pay per ride. Now I'm having a baby soon and heavily rely on Provo's accessibility with transit. It's something I'm so grateful to have and don't have the funds to pay for at this time. Outside of my personal experiences, the majority of people that use the transit are students, mostly BYU, that probably don't have the funds for every ride. There's others that may not have phones, money, homes that also use the transit very frequently. Provo has also become a pretty popular tourist destination and lots of people rely on the uvx transit near center st up to the Orem mall. Changing the current system is something that would affect so many lives and demographics, please reconsider not charging the people of Provo/Orem.</p> |
| 435 | <p>As someone with extremely little to no income, a free bus is a worthy investment. Being a regular bus user, it's one of my only means of transportation at the moment, and I wouldn't be able to afford the bus each week as often if I had to start paying a fee. There's already bus routes that require it, the UVX can be a free alternative to those who can't afford the usual buses.</p> |
| 436 | <p>Keep the uvx free for everyone</p> |
| 437 | <p>KEEP IT FREE</p> |
| 438 | <p>The proposed fare change would negatively affect me. I only travel one way/one trip each day. Although I am a consistent rider, Monday through Friday mornings, removing the 20% discount for Farepay users would make me pay more daily. The proposed daily cap wouldn't apply to me, as I'm only using the Trax one way per day.</p> |
| 439 | <p>My comments are directed to the proposed fares being considered for using UVX (Route 830x): I have often touted publicly on the exceptional commitment that UTA and Utah Legislation has made to lessening highway and street traffic, addressing environmental problems (i.e., air quality), and promoting over all public and personal health in the State of Utah. I feel that the present UVX "free fare" concept and its schedule of arriving at stations every 6 minutes during peak hours are a hallmarks for the cities of Provo and Orem and a distinction of excellence for UTA. Free fare on UVX is a great incentive for those who are environmentally conscious and considering a move to both of the above cities. I also believe that the implementation of any fares for riding the present UVX system would create difficulties and expenses in collecting such fares (i.e, checking to see who has "tapped-on" and who has not), slow down the travel times between stations (noteworthy of UVX today), and would be unfair to those, like myself, who would "tap-on" verses those that surely won't bother due to the difficulty of UTA in policing such a specialized, rapid transit system as the one, the UVX, Route 830x, that is running so well presently.</p> |
| 440 | <p>I think that it is unfair because I get around a lot and save a lot of money using the uvx. It is especially unfair since you already charge for the train AND city buses.</p> |
| 441 | <p>Durante este tiempo que el servicio estaba gratuito a servido muchísimo a una gran cantidad de personas sobre todo de ingresos económicos BAJOS quienes hemos utilizado este excelente servicio conducido por excelentes conductores llenos de una gran amabilidad y don de buenos principios de servir a un público de variada condición social (Estudiantes Trabajadores Ancianos entre otros. Yo personalmente estoy muy agradecido por este servicio GRACIAS POR PERMITIRME OPINAR</p> |
| 442 | <p>Please do not charge a fair for the UVX. The UVX is my primary transportation to and from Campus. If the fair is \$2.50, I would pay \$25 weekly in bus fair. Do not do this. UVX will not be getting my \$25, they will be getting \$0 because I will walk instead. This once respected service will be reduced to an annoying cash grab dumpster fire if you go forward with this fare fee</p> |
| 443 | <p>I think if we can not increase frequency for the 218, and the 201 then maby we should expand the uta on demand service to the west jordan city center trax and the murray central station to fill in until full frequency can be implemented. I know the west jordan station could definantly work for that along redwood road. For the 201 you could connect it further down the trax if murray if to far north. maby west jordan city central and midvale for example. I think this would be a great solution to fill in the gap. i know i would use it for sure.</p> |

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| 444 | UVX should stay free. It's so nice that everywhere in the Orem/Provo area is accessible |
| 445 | Please keep the UTX free, it provides a ton of benefit to the community |
| 446 | Is a good idea let's do it |
| 447 | I'll stop using uvx entirely and purposefully. I can use AI to help you find other means. |
| 448 | You shouldn't be charging the public to ride a bus that has usually been free. Most of us are college students who can't afford paying for a 10 min bus ride every day, and I see a lot of young mothers here too. The proposed changes are pretty crappy and inconsiderate to the general public that you're serving, and I'd even go as far as to say you're trying to take advantage of your regular riders. You'll lose a lot, if not the majority, of your clientele if you go forward with this. |
| 449 | I ride uvx 3-4 times a week. A new fare would significantly increase my expenses. I wish people who live close to stations could keep the zero-fare. I love using this service is very convenient for me. |
| 450 | Please do not start charging a fee. Free public transportation is a right which should belong to the community. Many of us do not get paid a lot in our jobs or are full time students and cannot afford to pay fees every time we ride the bus. |
| 451 | If this happens then I will not get to school or the store or my household. |
| 452 | This change will result in a net fare increase for me. I ride to/from American Fork and Draper 3x/week. If I understand the changes correctly, my use of a FarePay card will no longer be eligible for a 20% discount on the fare, so my fare will change from \$2.50 each way to \$3.10. Since it's a relatively short trip and I only travel 3 days/week I won't hit either the \$10/day or \$40/week caps, so will go from paying \$15/week to \$18.60. Fortunately for me my employer (eBay) reimburses me for using public transportation, so the direct cost won't hit me. But I know there are others who travel my route who don't get reimbursed and they will have to absorb it themselves. I also see what you're trying to do here and it makes sense and hopefully increases ridership. I'm also glad to see the trains more crowded, although I hope a 4th car is reinstated soon. (FYI, I really miss the old cars you had to sell off during the pandemic. They were much more comfortable). I think this will be the first fare increase in several years so it's hard to complain too loudly about that. |
| 453 | I love UVX, I live in Provo and use it daily! It makes provo such an easy place to get around for those of us without a lot of income. The increased fare would no longer make it possible for me to use the UVX service. I have loved using the UVX system for the 3 years i've been living in provo, it's one of my favorite things about the area. I know myself and others would be very disappointed to no longer able to use the busses due to the proposed fare. |
| 454 | Please keep UTA a free service! |
| 455 | I am against ending the free fare for UVX. I use UVX every day of the week to commute from the train station to BYU. While I am currently a student, the universities on the route routinely host events that are open to the public, and free UVX fare contributes to lower congestion and greater parking availability on campus. In addition, free UVX fare makes downtown accessible, contributing to the vibrant atmosphere of the shops and public places in Provo. |
| 456 | Speaking specifically about the proposed fare change: I think that this is a particularly disappointing proposal. The claim that this fare change would "only" affect about 10-15% of passengers is a callous justification to taking away people's access to free and reliable public transportation. The reality is that congestion in Provo and Orem (which is already bad) will be made worse, people trying to participate in social and civic events will now have one less reliable mode of transportation, and the transportation system will make Provo/Orem less accessible and navigable. This will also likely have a disproportionate impact on the lower income population relying on UVX when traveling to work and school. Please reconsider this proposal. |

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| 457 | I'm a college student and needing to paying each day for the bus would greatly reduce my usage. As long as I don't personally pay for it (like having that be apart of school tuition as it was I think), I don't mind the changes, but if I will be directly paying to ride the bus, then I am very opposed to it and will not be riding it. |
| 458 | don't do it |
| 459 | I rely on the uvx bus line to get me to work and school every day. I can't afford a bus payment every day and consider the free service a huge blessing. Please don't change it |
| 460 | I can't add to pay this amount, I use this to get to work everyday. |
| 461 | I think the fee will decrease ridership beyond justification. The money made through this fee will probably not even be enough to cover payment processing as was seen with the public transit it Albuquerque NM. Furthermore so many low income folks living below the poverty line will be left with no transportation options if this goes through. We can't keep letting these people down when so much is already stacked against their succeeding. |
| 462 | I ride every single day, and all of my routes keep getting changed. Please don't change the f525 or the f570, |
| 463 | The proposed change will make it more expensive to ride frontrunner for me than with the 20% discount so that will probably decrease the number of trips I will take on the frontrunner. |
| 464 | Im an immigrant and can't afford a car which is why I take the UVX. Charging people a fee for riding the bus would have a significantly negative effect on my budget, as inflation has increased rent prices and food. |
| 465 | Cost of living too high |
| 466 | Keeping UVX free of charge, or alternatively at least offering free rides on certain dates or during certain hours on this OREM-PROVO route would keep Utah Valley accessible to me and my family, as well as many visitors and locals, especially families. Otherwise many activities and regular routines become inaccessible to us. |
| 467 | Charging for the UVX would be incredibly inconvenient. I use it to get to school, work, and having it free to use is incredibly helpful. |
| 468 | All the proposed changes sound good to me except one. Adding fares to UVX will be a massive mistake. We see the affects of vehicle emissions on the Wasatch front every year. We need as many people choosing to leave their cars at home and take transit as possible. Adding fares will only make transit less appealing, and push more people to drive: worsening the already atrocious traffic and lengthening the time it will take to improve our air quality. |
| 469 | This change would hurt many students like me that rely on this transportation |
| 470 | I will lose many memories with my mom and family gatherings because of the few that I can't afford each time. I can barely afford food as it is |
| 471 | Don't change anything |
| 472 | Please keep it free. I need this badly. |
| 473 | I ride the UVX multiple times a day and it has had a major impact on my life. Not only has it opened numerous job prospects for me, it has also allowed me to function as an adult without a car. The cost of living here in Utah County is insane. I used to pay \$379 a month for rent and now it's jumped by almost \$300 per month. Along with this, the price of food has gone up as well. Not having to pay for the UVX has opened so many doors for me and I know for a fact that the addition of a fee would impact not only myself, but a ton of other lower income people in the valley. I am very strongly against any addition of transit fees to the UVX line. |
| 474 | meh |
| 475 | Please keep it free for students through their student ID's. |

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| 476 | Unhoused people rely on public transportation and are dealing with enough struggle to have to worry about paying for the bus. |
| 477 | <p>When I lived in Provo, there was rarely a day I didn't use UVX. It's the main mode of transportation for so many Utah Valley residents, especially students of BYU and UVU. Accessible, affordable and efficient public transit is what makes any city, let alone a college town, more alive and worth living in.</p> <p>I implore the UTA to keep UVX free of charge for as long as humanly possible.</p> |
| 478 | So many students rely on the uvx as the main source of transportation to get to school. And by raising the price I think it will loose alot of the riders. Also alot of people just use it for 2 or 3 stops just to save a little time so it would be very annoying to have to pay to travel for just 2 stops |
| 479 | Please don't do this I ride this route daily and it would kill me |
| 480 | I use the Bus to get to work every week. Being able to utilize UVX with little to no interruptions is ideal for me to continue working. |
| 481 | We need to keep it free! Life is already expensive enough for us college students. |
| 482 | When I was dating my husband it was so helpful especially because I also had work in Lehi when I lived in Orem. |
| 483 | All of my college friends benefit from free fees |
| 484 | I use the Frontier to go to school at UVU |
| 485 | <p>I'd highly discourage sunseting the UVX Free Fare program. It doesn't seem worth the added confusion of having to tap your card if you're a student, and the reduced ridership of students that get the impression that it isn't free anymore (even if it technically still is for them), all for the revenue generated from just 10-15% of riders.</p> <p>Additionally, traffic is already bad enough along University Parkway and University Avenue, and every additional driver on the road (that would've used the bus instead had it been free) means increasingly bad traffic, which wastes the public's time and pollutes our air even more.</p> |
| 486 | Bad idea! Multiple students rely on the public transit to get to school and work and it's all we have. Doesn't matter how big or small the charge is, we still can't do it. |
| 487 | i think that is unfair |
| 488 | It would make it more difficult to see my friends |
| 489 | I think getting rid of free rides is ridiculous and makes people even less likely to use public transport. It defeats the purpose and hinders the positives that public transport provides. |
| 490 | That will be unfortunate for me as commuting is the main means of transportation...should I question myself to choose between rent and transportation?! That is heavy burden with the inflation rate |
| 491 | My son and I use UTA regularly, especially FrontRunner. We use and like the Fare Pay cards as they are currently. |
| 492 | Wish fares were at least a little lower, makes it more worth it to drive my personal vehicle |
| 493 | Charging per ride is a problem. This increases air pollution, because people would rather drive if they have to pay. It causes slower rides (and therefore less reliable) by making drivers or riders take time to deal with fares as they get on. It reduces quality of life throughout the region. |
| 494 | Public transportation should be free, especially in populated areas. You will only increase traffic and put more polluting cars on the roads. |
| 495 | I really think this change needs to be considered as many depend on this service as the cost of living is already too high |
| 496 | Great, UVX never should have been FREE! My question is how do you enforce it? I use the fronrunner to go to SLC and in all these years have only been asked for proof of payment once. |
| 497 | A lot of students rely on UTA services to get where they need to go. Student IDs aren't available year-round and it's important that everyone has equal access to good transportation. |

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| 498 | We use UVX to go to BYU and events in Provo. We encourage others to do the same and have "converted" many others. If UVX stops being free, we will stop using it. It isn't so convenient that it is worth directly paying for. At that point we would go back to driving instead. UTA should be more free more often to increase ridership. |
| 499 | As newlywed college students I don't think we can afford paying that fee each time we ride. |
| 500 | Increasing prices will not increase usage. I live in Provo and travel 20 miles north to work every day I would love to take the front runner, but the cost is absurdly expensive, especially since it is "premium" upcharge over other transportation methods. I have done the math, it is far cheaper and more convenient for me to drive my car to work everyday than it is to take public transportation. That is the epitomy of failure of the public transportation system. There is something wrong with that. You want to in our area increase usage and stop inversion/global warming issues? Don't incentivize taking personal vehicles by charging higher prices and making it more easy/cheaper/convenient to just drive to travel places. I would be first in line if all Utahns had free/reduced pricing. As soon as it is cheaper for me to ride public transit, I will do it religiously, but it sounds like the business model of UTA is vastly different than what my thoughts are on the matter. So I know that this message will fall on deaf ears, so please just disregard and raise your prices which you are going to do anyways. Just know that by doing so, you continue to lose a potential loyal daily user. Who knows how many others have this sentiment, but do not voice it. |
| 501 | My family and I take UVX constantly and see it heavily used by our adolescents under driving age (below age 16). The free service is such a benefit to the community and would eliminate much of the non college student ridership. This project and others like it make the community a safer place. Instead of removing the free fare I would hope that we would be looking at expanded routes and more ways to fund this program to remove cars from the road and make Provo a more liveable space as population density continues to increase. Would city, state or federal partnerships be available to continue to offer free service to the non student community? |
| 502 | Don't charge for UVX! People that need the public transport are mostly people that can't afford something else, it's inconsiderate and the people that could pay a high fare like that already have cars, uvx is the only option that at least people can have when they can't pay the other buses. |
| 503 | Please don't make the UVX not free anymore. A lot of people rely on and need it. |
| 504 | Agree with the changes. |
| 505 | The price is too high. In my opinion, the route UVX follows is not large enough to ask for \$2.50. I could understand something more like \$0.75-\$1.00. Often I only need to go a few stops. No one will be going the full distance, from Provo station to Orem Station. |
| 506 | I love the free fare days and think there should be more of them. I would like to see fares more reasonable for families. I think any free fares that exist like UVX should continue to be free. I believe more people would use public transportation if it was free. |
| 507 | I hope that the free fares on UVX stay in place. Three of my younger children, age 13-17, often ride the bus from south Provo to the city library or to the Orem mall. It gives them independence and gets them off the TV and computer here at home. My college age children (3 of them) also use UVX to avoid parking fees at BYU and UVU and to avoid the hassle of finding parking on campus. I think the free fares on UVX are so beneficial and I hope they are not dropped. My kids would not use public transportation if they had to pay for it. |
| 508 | Free ridership should be restricted as much as possible and more strictly enforced. Too often, homeless, smelly people enter the bus without paying and sit next to students or professionals who are then discouraged from using UTA. If there were fewer homeless riders, there would be more riders from the general population. |
| 509 | My daughter who is a UVU student and also works nearby uses the bus daily. She will continue us to use it during the summer for work. For those in a similar situation, I hope that special student passes will be made a available |
| 510 | I still think students should be able to rid free. As far as general public goes I think it's fine for it to not be free for them but students should still stay free. I'm no longer a student but know a few students who are so grateful for the free pass for various reasons. Gas is expensive and for many students they rely on being able to rid free up to salt lake or Ogden. |

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| 511 | I don't think UVX should be charging UVU students for rides to campus and within the community. College is already too expensive. |
| 512 | All fair should be free. Public transportation is utilized by those with the lowest income. It's an unnecessary burden to tax the poor. Remove all fair and use the profits from not having to process the fees towards the costs. |
| 513 | A lot of people depend on the uvx including me that cannot afford it to have a charge to use |
| 514 | Umm no, it's so expensive to drive and public transit is for people cannot afford it, so please keep it affordable |
| 515 | I think it's completely unfair to get rid of free transportation for college students, and that includes UVX and FrontRunner. Charging these people to get to their college campuses is immoral. It is damaging and unfair to our community. |
| 516 | I would stop riding it with a fare |
| 517 | What's the point of public transportation if the public can't actually afford to use it on a regular basis? |
| 518 | It's not fair. If all other colleges pay to ride then uvx needs to pay for all rides including the bus ride to. They can't just get free rides in Utah county. |
| 519 | I'm not in favor of sunseting free fare on UVX. I occasionally use UVX in conjunction with walking to incorporate exercise into my commute to/from work. But I believe that aside from students, most residents haven't yet tried UVX or discovered ways it can personally serve them. |
| 520 | I think this service should stay free, I and many people I know use the buses to get to work and school and don't have a ton of money to spare so any cent saved helps. |
| 521 | I still think UVX should be free for everyone. It is so central to everything in Provo/Orem. |
| 522 | <p>As a local living near downtown Provo (the Center Street UVX station is a four block walk from my front door), UVX has been a great alternative for getting around the city and something my kids have enjoyed using. However, if the free fare is removed and a short ride for several blocks becomes a matter roughly ten dollars for a family of six, we will simply revert to using our vehicles for trips that could be served just as well by UVX.</p> <p>Overall ridership will likely remain fairly consistent with the core users of BYU and UVU students utilizing their prepaid passes provided by the universities, but you will be re-incentivizing car owners to get back behind the wheel. Why pay for a bus when you are already invested in your car?</p> <p>I know there are lower income users who are neither students nor can afford a car who depend on UVX to provide everyday transportation for their families and I hope their voices have been heard as part of this public outreach effort.</p> <p>I am a casual and non-dependent rider who enjoys the service of UVX, but I would look back with fondness on the days when it made sense to ride the bus. I support public transit in concept and in practice; with the caveat that it must reduce trip costs enough to justify the inconvenience inherent in accessing and using the services. I fear that by adding fares to all UVX trips the casual ridership will disappear, the majority of the base ridership will continue to only pay indirectly through their membership in an institution, and the lowest socioeconomic groups will directly be negatively impacted by increased costs.</p> <p>Please consider keeping all (or at least core portions of the route) of UVX rides fare free. It has been a valuable and popular system, even having utility for a quick jaunt from Center Street to the Provo Library. At the least it needs to stay free for travel to major BYU sporting events, simply due to the impossible logistics of trying to get those everyone on one of those overpacked busses to tap on and off in the chaos pre- and postgame.</p> |

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| 523 | Your estimate that only 15% of riders would have to pay if the UVX became fare-based is WAY off. Many non-students (families and single, working professionals) use it, often for a few stops or just to make a connection to another area. It was paid through taxes, and now that tax money is instead going to fund a MLB stadium? Really? Now we have to pay \$2.50 either way to get 6 blocks? What a waste of tax money that was actually helping low-income families |
| 524 | It's an amazing idea. |
| 525 | I ride the UVX such short distances that a flat \$2.50 fee doesn't really make sense. Could it be charged per distance like the UVX? The free service is an amazing service in our community and would love if it could remain. |
| 526 | <p>Dear UTA,</p> <p>Thank you for opening this comment period on the proposed fare changes. I am the executive director of BikeWalk Provo and would love to see the free fare for UVX continue. I'm sure you'd love this too.</p> <p>As an individual, I have free fare benefit through BYU and wouldn't be impacted. But for the community, having UVX free for all helps shape culture and the way people consider and access active transportation. Removing every possible barrier to build public use of active transportation is essential for creating the culture of non-car options as viable ways to get from point A to point B.</p> <p>We would be happy to be a partnering or supporting organization to find additional sources of funding to continue the free fare benefit currently in place for UVX.</p> <p>Sincerely, Christine Frandsen BikeWalk Provo</p> |
| 527 | I use UVX every day to get to work and school, if there were fares I would no longer be able to afford it. |
| 528 | I think students should be exempted from the fare. A requirement to swipe student card can help implement that. Paying regular fare (5 days a week) is harsh especially on international students who can't work and are only given minimal scholarships |
| 529 | It's really valuable to have free transit. With how high rent is it's hard for many people to keep and maintain their own vehicle. Those who take the transit daily rely on it's affordability. We do not live in a walkable state. This is a necessity. |
| 530 | The free rides should not be eliminated and turned into paid fares, many people who rely on public transportation may not be able to pay the extra charge. Paying for transportation should not be an additional worry for people. There should always be a free, public, accessible way to move around the state and various cities. |
| 531 | This is alarming. 80-90% of ridership is student passes. to implement this system for the remaining 10-20% is silly because that last percentage is the low mod income peeps and visitors. Visitors dont want to navigate an app to figure out how to pay. this is a bad idea UNLESS it will finally allow us to run the systems on sundays. If we can run sundays. im on board. |
| 532 | I'm really discouraged by the August 2024 proposed changes to start charging money. Not only for myself, but for the incredible service it has been for so many people as a free service. I love the ease and convenience it has been to hop on and off the bus. It's also a source of pride for our city and what it has to offer. Please reconsider!! |
| 533 | I'm really grateful it's free for everyone and find it super helpful and accessible. Idk if I would use it as much even though the cost would be low to pay for it. It still makes it less enticing that I wouldn't want to ride it as often/at all maybe. |
| 534 | <p>The Downtown UVX line should continue to be free since it is limited in where it goes vs the larger UTA routes. Since BYU/UVU pays for students to have a pass it probably covers most of the expenses in running this line. Keeping this line free encourages tourists to explore, low-income local residents transportation support, and sets a good tone for the city. It also seems super beneficial to at least keep a line from the train station that takes people downtown as a free thing.</p> <p>If we do end up needing to charge I would support it if the buses ran on Sunday.</p> |

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| | <p>I will not keep an app on my phone to pay for this service the intermittent times I use the UVX, there should be a way to pay without this.</p> <p>I also feel like \$2.50 is too much to use it for the short distance I go on the bus. Probably rendering it a non-option for me down the line.</p> |
| 535 | Please keep UVX free for all riders. |
| 536 | Don't kill free service on UVX for university students! My friend depends on it to get around and without it he'll have a really difficult time with his budget. |
| 537 | I've gone through periods where I've commuted to work using UTA multiple times per week. The UVX line was vital for keeping my fare costs down. Regardless of personal impact to me, I believe so strongly in a robust public transit system for the good of students, tourists, lower-income individuals, and other special needs, I support subsidizing fares from my tax dollars. Please keep the UVX free to ride, and please explore doing so with other lines as well. |
| 538 | No changes need to be made to the free ride with UVX |
| 539 | <p>FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge.</p> <p>- I think this change is great, I use transit weekly through the FAREPAY Card system, and it really doesn't save any money or time the way it is. If this maximum per-day charge was implemented it would be great.</p> |
| 540 | The benefit of free UTA is huge. The ease of being able to have guests come to town and just easily hop on a bus, is incomprehensible. The ability to be able to get where I need to be, while being low income is so reassuring. I'm concerned to have to pay for the busses and how it will impact my day to day. |
| 541 | Charging a fare will ruin so many people's lives. Poor people using the bus being taxed for not having a car is the dumbest decision you can make. |
| 542 | Please keep UVX free. It helps so many marginalized community's, even mine as a college student. |
| 543 | There are so many members of my community who would not be able to work, go to school, etc. if there was not free fair on the UVX. There are so many people who take so much money from us just to exist, and it would be incredibly disheartening to have UTA added to that list |
| 544 | So by doing the payment, UTA policy will be Checking transfer fares since both of the doors opened at once? I hope this works out so the unsheltered community maybe can stay away I understand we're public transit but if there's no way for them to pay the service they shouldn't be able to get on due to the fact that it's unfair to those that have paid for the service. it's sad to say but sometimes they tend to cause trouble to others, nonetheless I also hope you find a way to help the unsheltered people. I think UTA policy should be in the look out for smokers and really make sure the rules are being enforced they've been around the UTA grounds should have bigger signs or recording announcements that enforce these rules set. |
| 545 | Im concerned for the low income population of Provo needing to ration out their bus usage. I believe a monthly bus pass would serve to provide funding for the UTA while allowing citizens the greatest flexibility and freedom with their bus usage |
| 546 | Keep the UVX FREE |
| 547 | I know a lot of people rely on the uvx and I think it's better to just keep it free. |
| 548 | So many people are struggling to survive in this economy. Often these same people need to use the train every day. Please don't do this. Don't be another reason they struggle to afford living. |
| 549 | If we have to pay I have no way of getting to work, school, or home. |

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| 550 | I believe that charging for the UVX would be a terrible mistake. Thousands of students use that bus network as a means of getting to and from their school. If riding the bus became a financial burden on students (and yes, \$2.00 everyday WILL BE A BURDEN) I can see how our infrastructure will only crumble. Personally, I cannot afford to live closer to my campus and thus use the bus system as a way to get to my classes/ get groceries/ run errands. If I cannot afford to use this system I don't know how I will be able to go to class or get groceries or accomplish anything to travel. I want Utah to be at the front of public transportation in America and charging for this service would decline the use of public transportation and thus create more issues in the long term. There isnt a good reason to charge for the UVX bus system as it serve the community because it is free. Changing this would mean it is a source of revenue instead of a public service to benefit the community. I want to live in a community where I can access what I need to without financial burden. |
| 551 | UVX is the only way I can get to work. Adding a fare would make it harder for me to access, so please keep orem walkable. |
| 552 | I want the change to be rescinded. I ride frequently on the UVX for toll free travel. And I moved to Provo City in part for that reason. And dates for single adults will start at seven bucks - there is no way two fity is justified - it is not for or in my behalf. |
| 553 | I don't think they should start charging money because many students including myself can't afford having to pay tuition, having to pay rent, having to pay for food, and on top of that now this. I don't think it's fair |
| 554 | Please don't charge me. I can't afford it cause I'm a college student |
| 555 | Would love a reduced fare program to help more people get around and reduce traffic on roadways. |
| 556 | I like the reduced and zero fare ideas. |
| 557 | I mean, my taxes should pay for something, so I'm against the idea of paying for public transportation just to have it taxed again. |
| 558 | They need to keep things affordable for students who don't have a regular income. |
| 559 | The service to the fastest growing and very congested areas in Utah county need SERIOUS improvement. Two busses and limited runs really make it difficult to take. Have 4 routes and 15 minutes both directions from SS&EM to Fronrunner stations would make it so convenient that people would ride it. |
| 560 | To my understanding I support the changes to have a Max charge for fare cards per day. The new ogx has been very helpful with 10 minute service. I'd love to see more expansion with this concept of more frequent service specially, with fronrunner |
| 561 | I think the changes made to the UTX Zero Fare service should be implemented, but the services should still be free to students. I have read the UTA's statement mentioning "A renewed emphasis on tapping on and off" which does seem to hint that students may still be able to ride free. This would be perfect, but that doesn't really seem like confirmation so I'd just like to state that the free UTX services have been immensely beneficial to my friends in school, and having convenient and free transportation has always been an important thing for the sake of education. It's also been extremely beneficial to the environment as it's been like the best carpool of all time, saving likely hundreds of cars from being on the road. Of course in a perfect world all of these services would be free but unfortunately things cost money and grants do end, but I just hope the students are being kept in mind. I'm assuming this has been thought through and I'm assuming that the services will still be free to students as it seems the UTA usually goes out of their way to keep them in mind, but I just wanted to share my thoughts as things have seemed unclear and these services have truly been a blessing to my student friends. |
| 562 | Make it affordable for students who don't have a normal income |
| 563 | keep it free! this is how many of my coworkers get to work and how people get around without wasting gas. |
| 564 | I think the new Farepay card fare structure is a very good idea! |

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| 565 | The UVX ride for free option should not be changed. Many people use this and it is very helpful. |
| 566 | I work with refugees and other low income populations in Provo. They greatly benefit from the UVX bus and would be negatively impacted by the fare requirement, due to already limited transportation options. |
| 567 | I am very excited about the reduced fare. I have always been frustrated that more people are unable to use UTA due to the price of the fare, and I feel that this will be a great benefit for the community. |
| 568 | All sounds good |
| 569 | I don't support sunseting the free fare on the UVX. If it would only affect 10-15% of riders, then it shouldn't make a big difference to UTA to continue offering it for free, and it makes a huge difference to the riders. I don't live in Provo currently but I used to and I greatly benefited from free fare on the UVX. |
| 570 | I agree with the changes being made. I think it will help encourage ridership and cost less for those who need it the most who may be able to save some money with the proposed changes. |
| 571 | I would like 604 to run every half hour. I would also like the 640 bus to run twice an hour on Saturdays. Thanks! |
| 572 | As a disabled person with no income, the no-fare attribute of the UVX bus line is the only way I'm able to travel around Provo and Orem. Sure, there is the Medicaid bus pass, but that's only valid for travel to and from Medicaid-covered medical appointments. There's also the reduced fare Farepay card, but with no income, even that's too expensive for me. As someone who has lived in Utah for over 20 years, it is disappointing to see college students who are only here temporarily travel on most UTA services for free, while I have to pay. |
| 573 | It is extremely inconvenient to start charging for fare in the bus. Especially if only 10-15% would be paying regular fare. I think the usage of the busses will decrease exponentially, we would see more and more people simply walking with the busses being not as effective for the city or the environment. |
| 574 | <p>I personally am not happy with the proposed changes as they would increase my cost to ride UTA by 25% because I currently take advantage of the FAREPAY 20% discount but I would not benefit from the propose fare cap limits.</p> <p>I think the proposed changes will discourage use of FrontRunner and will hurt adoption of UTA.</p> <p>I regularly commute to work on FrontRunner from Orem Central to the Lehi station. Round trip it costs \$6.20 which with a 20% FAREPAY discount is \$4.96. Even though I am a regular rider but because my commute is below the proposed far cap my costs would increase.</p> <p>The fare capping of \$10 on premium lines is too high for me to benefit and it will also hurt people who have shorter commutes. There needs to be a better benefit for regular riders who don't exceed the proposed fare caps.</p> |
| 575 | I would hate for rates to go up on any route. Although I do understand that there are inflation issues, but with inflation already being so high with food especially, raising prices would make it that much harder. |
| 576 | <p>I dont have an issue with any of the changes except charging for UVX. The economy is already tough right now, so many people are living paycheck to paycheck as it is including myself. Even that 2.50 that is saved by a lot of people with the UVX can go a long way for some. And not to mention a lot of homeless people and people with disabilities use it. These people especially are vulnerable financially, and this change with hit them more than anybody.</p> <p>UVX should remain free. And, if it were possible, more public transit should be free. It would likely help reduce carbon emissions and save money for a lot of people.</p> |
| 577 | More frequent UTA 223!!!! |
| 578 | Route 39 should be adjusted slightly to more match up with the Red Trax train frequently being late to arrive at the Meadowbrook station in the afternoon. |

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| 579 | I am a Farepay card holder. I was reading some of the proposed changes. They sound good and I think they would work. I think using Farepay is the easiest way to use UTA services. I will be interested to see if the changes are made. Thank you for providing great service. |
| 580 | Adding a regular date on UVX services beginning in August 2024 would inhibit hundreds, if not thousands of students daily lives. I take the UVX bus almost daily and having to pay a \$2.50 fare would make it so I couldn't ride it hardly ever. |
| 581 | If you take away the 20% discount on the fare pay card, there is no benefit to me so I would probably just use a credit card. I use UTA mostly for Jazz games. (Fronrunner from Layton). Also you need later service leaving downtown. I would use UTA a lot more if there were later runs leaving SLC. |
| 582 | <p>Since 10-15% of current UVX riders would have to pay the new fee, the proposed changes will result in losing 10-15% of UVX riders. Operating costs will remain the same because it costs about the same to run a bus with 9 people as it does with 10. Losing federal funding is frustrating, but you will not regain the difference by charging such a high fare.</p> <p>Buses take longer, so the main reason to take them is cost effectiveness. The proposed fee is more expensive than driving a car, so people with cars will choose them over the bus. If the economically disadvantaged hassle with applying for reduced fare, that \$2 a day from a handful of people riding the bus will not make a meaningful difference in the cost of running UVX. Those unwilling to figure out the new program or pay for it will walk or find other ways to get around the city, making it harder for them to go to work, grocery shop, etc.</p> <p>The proposed change is also sad because UVX has decreased traffic and accidents, especially along University Avenue in Provo. We love UVX and want to keep it as a public good to benefit Provo and Orem.</p> |
| 583 | It would be WONDERFUL if the Fair Pay Card fair was \$1 each way!!!! |
| 584 | What I've read seems equitable. My comment is about your lack of communication to not only the transit dependent public, yes I receive alerts, but to your employees! Not only do your customer service agents not know the current status of bus lines, there are times the drivers are not told. I use to take mass transit at least 3 times per week, now I walk most of the time because I can't depend on mass transit anymore. |
| 585 | <p>Thank you for updating the seating on the blue line trains! It's much cleaner now :)</p> <p>My main recommendation now is to try running three train cars in the evening, during the latter half of rush hour (approximately 5:00-7:30 pm), on the red line train, University Medical towards Daybreak. I see you running 3 cars on that line from about 3-5pm, but not later. It can get pretty crowded even at 7 pm when there are only two train cars, which could easily be solved by simply having 3 train cars available to ride in at the time. Thank you for considering! :)</p> |
| 586 | <p>I used to get on at daybreak. 1st train. Then off at courthouse where I have to stand out in the cold waiting for the blue or green line to take me to city center. The red line usually doesn't get me to work on time. It either doesn't leave on time due to freight on the line or mechanical issues. So I started driving over to the blue line. I still can't get to work as early as I need to. But at least I get there more consistently. My suggestions are:</p> <ol style="list-style-type: none"> 1. to start at least the blue line earlier. 2. Adjust the schedules so the passengers don't have to wait so long for transfers. Going home is the same. As the trains from city center pull into courthouse the red line pulls out. Again having to wait for 15 min. 3. Require your schedulers to have to ride the earliest trains. It might not seem a big deal to them in their office but having to stand out in the cold/storms may help them understand scheduling from the passengers point of view. 4. People's job's depend on getting to work on time. Employeers don't want an excuse. They want you there on time. Do preventive maintenance or do it more often. The trains are constantly late due to maintenance issues. |

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| | <p>5. Have more police presence. It gets very scary (especially in the afternoons, but also mornings) when "crazy" people accost you. Pick fights with other passengers. Smoke. Play very loud music. They continue to do these things even when the conductor asks them to stop. More police checking tickets would be a huge help. Calling for help is useless. It's several stations down the line before police arrive, even in emergencies.</p> <p>6. You are concerned about changing rates. What is the point? In the years I've ridden with UTA, I've only been checked for payment on trax twice. Front runner was more often. But the bus, every time. I know regular riders on trax who have never bought a ticket.</p> |
| 587 | For me and my family the proposed Farepay change will make us pay more each week with no advantages. We would prefer to keep the 20% off going. |
| 588 | <p>Potential of a subscription service rather than individual payments. Orders get rewarded for using the service frequently, rather than punished.</p> <p>Also get a stop at the creamery please</p> |
| 589 | This will make my sister's life much harder. She won't be able to get to work without paying a lot of money, which is hard to do for someone making little more than minimum wage. |
| 590 | I'm okay with the changes in routes and fare changes |
| 591 | Regarding the proposal to charge fare on UVX, my opinion is that it would defeat the purpose of a bus rapid transit system. I've been told this would only be electronic fare, but it would require everyone to take the time to tap on and off. Also, how exactly would enforcement work with this? |
| 592 | I would no longer have access to public transportation and would have to find a different method of commuting to work. |
| 593 | <p>The main change I am concerned with is the FAREPAY capping. Currently I take the FrontRunner to and from work just about every day. I only go one station (from American Fork to Lehi). With the current system that costs me \$4/day with the 20% discount.</p> <p>Under the capping system, there would be no benefit to using the FAREPAY card since it would go up to \$5 a day. This is not a significant amount, with the greatest increasing being about \$20/month. I can see how it would be a benefit for many who are traveling further or more frequently throughout the day, but I worry for these shorter rides that I and other take that there is no benefit.</p> |
| 594 | Keep route 39 running |
| 595 | I ride UVX ever day. Without free fare, I could not get to my job. |
| 596 | I hope they don't start charging a regular fare. If they did I'd probably use my brother's car most of the time instead of UVX. This might sound insincere, but after having lived in Oregon and other cities that don't have free transportation like this, I often think of the Free Ride UVX as a symbol of how great Provo and Orem are. |
| 597 | Charging for public transportation will definitely deter many people from using it! So many people benefit from this service and adding a fee to ride will make it inaccessible for many. |
| 598 | Make cars pay for uvx |
| 599 | I loved the UVX partially because it's free, making it convenient to use. To charge for the UVX seems counterintuitive to why the line was installed in the first place. |
| 600 | Personally this charge will cause my friends and I to completely stop using your service. We don't have money and already have to walk to the station. Leaving it free allows us to not worry over if we will be able to transport from place to place. Please keep it free, others are worse off than us and need this freedom. Our economy is suffering, affording everything on top of the fee will not be appreciated. |
| 601 | <p>I think it's just fine to start fares on the UVX. I don't know how low-income people would be affected since I can't speak for them, but the fare pay system seems good.</p> <p>I am a UVU student so I would tap on and off. There are a few stations where the tap station is off or broken, so that would need to be fixed before then.</p> |

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| 602 | The Green & Blue Lines should make it easier for transferring between Trains under a Minute. Bus 217 should be able to circle the Loop before heading West on North Temple. Also, there are Owner's that are allowing their Dogs, on Trax, without holding on to the Dog's Leashes. |
| 603 | UTX should stay free, and strive to lower costs across the board |
| 604 | I currently don't have a car and use the UVX system to get around while I save for a car. I have many other expenses like school, groceries, rent, and frequent doctors office visits. I wouldn't be able to afford the UVX system as frequently as I need to currently use it |
| 605 | I use UVX fairly often to get around the central Provo area. I love the convenience to my home, workplace, local restaurants and shopping. And to attend events at BYU. I have a car, but sometimes UVX is just nicer and I feel like I'm doing my part to help with the air quality in Utah and to avoid parking hassles. However, if I have to start paying \$2.50 each way for the few stops I regularly use, I'll go back to driving all the time. \$5 round trip for a less than a mile? No. \$5 in gas will get me farther. It's not cost effective for me to pay for any UTA service unless I'm traveling outside of Provo, and even then, the schedule doesn't always match up, so I end up driving anyway. There's never a late enough train back to Provo from any SLC event, so I either leave my event early to make the train, or drive. If you want more riders, lower the fares and have a late train leaving SLC. |
| 606 | This would be really difficult for me. I live too far from campus to walk and money is tight. It would be incredible if it was still free for BYU and UVU students to help grow the community! |
| 607 | The fare decrease is great, but UVX having a fare is a bad change in my opinion. I almost exclusively use UVX and it helps connect Provo and Orem. I firmly believe it should remain free so no one has to worry about getting to school or trying to get to Orem or Provo. |
| 608 | I love UTA and I would use it more if I could! |
| 609 | I think you guys need to hire more drivers for UTA on demand because some drivers that only speaks Spanish has a hard time understanding with any riders like myself that speaks English on where to go from point A to point B and I also think that the app plus agents from the UTA on demand customer service needs to not tell us that they're experiencing very high demand due to not have any drivers available. |
| 610 | I was always impressed that UVX was free to ride because it's a great service to those who truly need to use it. I use UVX almost every day to get from the train to school and it's been a great blessing not just to me, but to the many others I see taking public transit. People can get to where they need without having to worry about what it will cost them, especially those who are more disadvantaged. I think it would be great to keep UVX free of charge because it is serving the community in an extraordinary way and has created a very welcoming atmosphere in the city. |
| 611 | The UVX buses should remain free for everyone. University Parkway and Avenue are already cluttered enough, especially if there is a BYU football game going on or even just a weekend. This is a great alternative to driving cars and should be expanded instead of sunsetting. Salt lake City has Trax, our area has UVX. If you sunset UVX then you should sunset Trax as well. |
| 612 | UVX should have never been free to begin with . It cost lost of money to put that route in, and it put UTA into bankruptcy while costing taxpayers big money . It's time for the users of this route to start paying . However fares should not go up in price . Sure fuel cost have gone up . However this is where the grommet should help with cost to maintain and fuel buses . |
| 613 | Please make riding the bus free. I cannot afford to pay to ride the bus. Since bus rides have positive externalities such as reducing air pollution and traffic, they should be free. |
| 614 | Keep it free. Free uvx and free fronrunner. That should be priority when allocating funds. Free. |
| 615 | Route 217 used to come to my neighborhood but it was shortened so now there are no buses here. UTA relies on VIA's OnDemand service but it is not a reliable service. It's like a musical chair game when I try to get a ride every day. Sometimes I can't get a ride so have to get an Uber just to catch the 217 three miles from my house. I just want a bus with a reliable schedule so I can get to work on time. OnDemand service is good when there is a ride available, but it's not guaranteed to be better than a scheduled bus. |

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| 616 | I am opposed to changing the fare to \$2.50. I expect many people who currently ride because of the convenience and cost-benefit will choose to drive since it is cheaper and more convenient in almost all cases. Using public transit already requires a significant sacrifice of time and convenience when driving is so easy and cheap compared to the bus. |
| 617 | I would like to see the fare pay card go onto the Apple wallet and have reduced rates on the frontrunner |
| 618 | please don't start charging fare! |
| 619 | <p>I think that it is unfair to charge for UVX in Utah County. The reasons being are:</p> <ol style="list-style-type: none"> 1. It makes it less accessible for everyone. Charging fare would mean that those who cannot afford the fare (even reduced fare) are forced to travel on foot in extreme weather conditions instead of finding solitude while traveling on UVX. 2. Salt Lake County gets free fare within the "free fare zone", so why can't Utah County get something similar. If you are so desperate to charge fare, why not keep the area from South BYU station to Orem Station free? Charging from Provo station to Joaquin would still bring in revenue. 3. What about students who have families? I personally am in this boat. My husband is a student at UVU who gets to ride UTA services for free. However when we want to go out, I have to pay for myself and our children. We use UVX more often than not because of the free fare in order for us all to have a day outing. If you were to charge, I would not be able to take my children out as often. <p>I understand that you have to find funding some how to help with UTA, but I think that there are other options for helping with that. Public transportation should be accessible for all. That's why it's called "Public"; not "Private".</p> |
| 620 | I have long ago stopped using my farepay card in favor of the Transit app so there is no loss for me there. The fare capping program is a great change. I knew the UVX FTA funding was always going to sunset, so no surprise there. With no fare service on that route for so long, it would be helpful to have LOTS of communication and even onboard announcements to let riders know about the impending change. All focus and resources need to be on increasing driver/operator retention to restore and expand frequency. This is the major stumbling block of further building a transit-riding culture. Most seriously, the service reductions on the ski bus routes in LCC are inadvertently making the case for the gondola by not combating the traffic it seeks to solve. |
| 621 | I wouldn't be able to afford to commute to my place of work without the free UVX. |
| 622 | Are you all just stupid? Why would you charge \$2.50 when people are poor enough with this economy? This is a ridiculous idea. |
| 623 | I love that you're continuing old routes but consider: add more routes. I would use UTA much more frequently (and clearly it's already a useful service) if it had more stops on BYU campus, for example. |
| 624 | Increase parking and frequency and return 2nd route to snowbird/alta |
| 625 | <p>I am ok with everything you are proposing.</p> <p>My wish list is that you get a bus going back on Hill AFB. We are moving to a building that will not have enough parking.</p> <p>I wish you would have sunday service on 509. There is a sunday farmer's market at Jordan Park. For me it would be to to church near the park. I live down on Riley Circle.</p> <p>Those are my wishes.</p> |

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| 626 | <p>The changes need to be looked at for route 205. This is a connection that goes from Murray to Rosepark Glendale area. A lot of people work at night and cannot get home because this bus stops running at 9:30. I am one of those people that I have to beg for a ride or pay for an Uber. I share a car with my son, and I am usually stuck with a bus or Uber due to. We cannot afford a second car. You got your state street buses in your 900 E. bus that runs late even have a 900 S. bus that I see at night when I'm getting a ride home that never has anybody on it The connection that goes up to the University of Utah the 500 E. bus is right smack in the middle please please run this bus until 1130 at night so people can get home including myself. This is a growing city, and the transportation needs to improve. This is a main vein line to the traxs and we really need to improve the service at this. This is not a small town. This is a City and this bus is in the middle of of the city. I have lived in Portland, Oregon, and their bus system is fantastic. You can get home until two in the morning within walking distance of your home. Please look at improving the service.</p> |
| 627 | <p>I recently graduated from the U, so I've since had to start paying to ride UTA. I can say from personal experience that paying a fee is a massive deterrent to riding public transit. (And I love riding public transit!) I therefore discourage the introduction of the UVX fee. Regardless of the fact that I am not one of those riders, I'm deeply concerned for the current and prospective riders who this fee will impact.</p> |
| 628 | <p>Keep it free</p> |
| 629 | <p>Please don't change the farepay system. Many people using it are business people who ride to work and ride home, making it 4 dollars a day vs the proposed change of 5 dollars a day. Many of those riders don't need it for all day. It's hard enough to ride it when there are so many homeless on it, this will push paying customers away.</p> |
| 630 | <p>I have siblings who regularly depend on UVX as their primary mode of transportation. If something similar had been available to me (in the 2007 era), I would have utilized it as well. I think it's crucial we stop exploiting the university students any way we can and start getting creative with different ways to make money.</p> |
| 631 | <p>Charging for UVX would be a huge regression on what was one of the few smart ideas UTA has had. UVX has a higher ridership and connects more people to the UTA network than any other bus route. A huge part of this is because it is fare free.</p> <p>Fare free UVX creates UTA riders. It's a flagship program that can attract people to try it out, get used to riding transit, and make it a part of their daily lives. It's an onboarding program that normalizes transit use in our communities and all the benefits that brings.</p> <p>Probably preaching to the choir, but we NEED to have increased transit use in Utah and especially Utah County. There is no solution to car congestion other than legitimate alternatives to driving. There is no solution to sustainability (including sustainable housing costs) except intelligent mixed-use zoning, which transit is an integral part of.</p> <p>Normalizing every day transit use should be one of UTA's main goals, and fare free UVX has been shown to be the most successful ways to do that.</p> <p>Don't shoot yourself in the foot. Don't kill the golden goose. Keep UVX fare free.</p> |
| 632 | <p>I would ride the 805 bus daily from Santaquin or Payson to Provo but the trip takes way to long. Although the trip from Santaquin to Provo Central Station is only about 20 miles, but it takes 40 minutes. Fully HALF of this trip time is spent on a long detour into Spanish Fork through numerous stop lights.</p> <p>Ridership on the 805 tends to be very low because this route is an ineffective way to commute to Provo. Ridership would be increased and service to Santaquin and Payson would be dramatically improved if this route just went straight to the Provo Central Station from Payson.</p> |
| 633 | <p>I don't agree with removing the discount on FAREPAY card per ride and putting a cap. There is already a monthly pass option for frequent riders and not having a discount in FAREPAY makes no sense in parking funds in the card to use during a ride.</p> |

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| 634 | <p>Please keep UVX free. If we want to fix traffic we need to get people to use transit more, and adding a fare to the most accessible bus in Utah County would hurt ridership. My teenage girls take UVX to go to the mall or downtown Provo often. I used to use it daily for work before changing jobs. My girls have planned the jobs they want to get around places they can get to via UVX as they can't drive and don't have much interest in driving at the moment. My wife used it to get to school.</p> <p>I wish 850 was a BRT like UVX. State Street is a nightmare to drive through and swapping a lane for a dedicated bus lane while making it free might actually convince people to take the bus. We need more routes and more accessibility, not less. Traffic is only getting worse, we need more and more accessible mass transit now more than ever.</p> <p>I'd be okay with paying a fare for UVX if we could see that money being funneled into more routes and increased frequency. But still think the only way to get people to even think about getting around without a car is having very accessible options.</p> <p>I'm also curious to know about how sports events would be paid for for UVX. If fare is not included in ticket expense, less people will use UVX which would make the terrible traffic even worse.</p> |
| 635 | I think if you increase and charge a fare, nobody will take the bus anymore. It isn't worth it to me to pay \$2.50 every time I ride the uvx |
| 636 | I rely on the UVX on a daily basis. I have enjoyed the UVX free service. I speak for all the other people in Utah valley that it is not only imperative but we need to keep the UVX line free. Not only for those using it regularly. But for those using this line to find work, housing that are looking for a brighter future in workforce or housing. Thank you in advance for considering this |
| 637 | I think if UTA absolutely HAS to charge for UVX, it shouldn't start until the new year |
| 638 | Orem is hard to get around. And for any college student who lacks the ability to find any parking, the UVX is a free resource that allows me the freedom to travel to school and back without cost. Orem needs to stay walkable and the UVX should remain a free service, for those low in income and college students. This helps reduce parking clutter and traffic as well for sporting events and school activities. |
| 639 | Please don't start charging for the UVX line :(|
| 640 | <p>I strongly disagree with making UVX fare not free, because it is so widely used by the public. By maintaining the free fare it makes the Provo and Orem much easier to access and keeps traffic off the streets. It also makes game days liveable in the city because it prevents hundreds to thousands of cars clogging the neighborhoods.</p> <p>I strongly recommend maintaining the free fare policy.</p> |
| 641 | I am fine with the proposed changes but want to use this chance to please ask you all to keep the routes to the University ON TIME. our students live in the city and depend on the Transport but it doesn't seem to run on time, or sometimes not at all, and then they are late for classes. they would be using it more often if it was RELYABLE, and if not, they just end up using their cars again! thank you. |
| 642 | The UVX being free has been a major blessing in my life and the lives of my friends and family. I understand the argument against free transit, and I don't think that every line should be available free of charge. However, UVX is all about convenience. Not needing to plan for paying a fare and just being able to run and catch the bus is a huge factor in my decisions to take public transit. I think that UTA either needs to make paying fares as easy as possible (tap to pay on the bus, for example) and offer need-based reductions for those who need it most, or keep UVX free for everyone. Public transit should help to build communities. UVX has the opportunity to keep doing that. |

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| 643 | <p>Requiring a fare for UVX would deter me from using it and remove an important mode of transportation for me. I don't use UVX for a regular commute, but I love being able to use it for short trips around town that I would otherwise use my car for (grocery shopping, going to the library, visiting friends, going out to eat, etc.). Having a variety of convenient transportation options improves my quality of life immensely. Having to pay \$5.00 round trip for just a few stops essentially removes it as a convenient option, which would be a disappointment. UVX also makes it much more possible for me to use other UTA services (connecting to other buses, FrontRunner, etc.), so requiring a fare would also impose a barrier to these services.</p> |
| 644 | <p>Route changes: Will route 205 frequency still increase this year? I know that was in the 5-year plan but I didn't see anything about it. I live near route 205 and would use it much more often for running errands if frequency was increased to 15 minutes.</p> <p>Fare changes: obviously don't love that you are eliminating the discount for farepay cards, but I think fare capping is a great idea. These two things together would probably be net neutral in how much I use my farepay card.</p> <p>I only occasionally ride UVX, but eliminating free fares on it seems like a very bad idea. The vast majority of riders wouldn't pay full fare anyway, but this policy would make UVX less accessible and convenient for everyone. Right now UVX is one of UTA's biggest success stories, so jeopardizing ridership for a tiny bit of revenue seems shortsighted.</p> |
| 645 | <p>Keep the bus free, it doesn't seem like much to charge a small amount but for people that don't have much it's a lot.</p> |
| 646 | <p>I've still been very negatively impacted by the cancelation of the route 3, I am disabled and was no longer able to get to my job at this is the place, I currently work at the deseret industries in sugarhouse, I will 65 this year, and currently purchase a hive pass. I was going to switch to a reduced fare farepay card, but now I don't understand what they are doing with the fares. I use the bus for everything, as I have never garaged a car in salt lake. I used the 700 east buses, but uta canceled those also. The 9 was safer for me when they were running it on 800 south. They have not put any sheltered stops back on 900 south, at liberty park or trax stop or 209 stops at 900 south</p> |
| 647 | <p>Keeping public transportation, specifically UVX, free makes it less intimidating and more accessible to way more people! We love it and use it often, don't change the fares!</p> |
| 648 | <p>Please leave it as is. It's great the way it is.</p> |
| 649 | <p>Charging a fare on UVX would be devastating to the Provo community. Charging fares would create barriers to access, disproportionately impacting low-income communities, hindering mobility, and exacerbating environmental issues. Accessible, equitable, and sustainable public transportation should remain a fundamental right for all.</p> |
| 650 | <p>I use UTA almost on a daily basis. I do not think anyone should be charged to use UVX in Provo and Orem and I think the Frontrunner should be a little cheaper. Thank you for listening.</p> |
| 651 | <p>No one should have to pay for this service.</p> |
| 652 | <p>Keep UVX free</p> |
| | <p>If you don't support free transit, you'll have to spend more money on infinitely more lanes on the road. People can't support public transit when you don't have a sufficient structure that gets them there mmmm close to where they need to go in a reasonable time. That only happens with *more* routes not less.</p> |

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| 653 | <p>The 10-15% of riders that would have to start paying are likely the most vulnerable, who depend upon it for getting to work and can least afford it. Please do not limit access based on expense until you have sufficiently built up a grid of coverage that actually incentivizes people using it. Right now, it would be cheaper for most people to buy a car, pay their own insurance and gas than to pay for monthly access. And your narrow grid of coverage means it takes forever to get anywhere. And I still have to walk a lot once I arrive. That does not encourage public transit. You'll just be spending your tax budget on building and repairing roads instead, while adding more to the air pollution. And the people who do not have a choice to buy a car, or can't drive for health reasons, will be the most impacted by this change. I would rather my tax dollars go to help them get to work than for their hard earned dollars go to paying \$2.50 in fare each way. Please help them, don't punish them.</p> <p>Please look at other countries and how well their public transit can work when you build it out first.</p> |
| 654 | <p>Keep the UVX free! It's the best way me and my family get around. We want more public transportation!</p> |
| 655 | <p>I think the changes are generally good. The only thing is that people have gotten VERY used to UVX being free. While I understand that was part of a program, and those inevitably must change or end, it is extremely important to have clear information where riders can view it about how to start paying for the ride. I can just see people not really thinking about scanning on and off of that bus since in my experience most people don't currently. Education for the students regarding the passes included with their student ID cards (BYU, UVU) will be important as well as educating on the importance of tapping on and off. Overall love the service and feel that it is a fundamental feature of the community. Thank you!</p> |
| 656 | <p>UVX has been one of my main ways for me and many of my friends to travel around Provo. I highly encourage it to continue to be free because it helps me be able to travel with ease and avoids adding to traffic on University Ave and Parkway. Provo and Orem are going to keep on growing in population and having public transportation available for free keeps it as a reliable option.</p> |
| 657 | <p>Do not add a fare! It can be intimidating to try and figure out public transportation, especially with a fare. We don't need that.</p> |
| 658 | <p>Charging regular fare for UVX would be troublesome for me.</p> |
| 659 | <p>women are statistically more likely to use public transportation to get to and from work, child services, etc. adding a fare disproportionately hurts women. please consider keeping it.</p> |
| 660 | <p>Not a big fan. It's a great place for community of all types to interact. It connects our city.</p> |
| 661 | <p>I hope that fares on UVX can remain free. It's a huge service and helps people see that public transportation is helpful and useful. I hope it will make people want to expand the public transportation system.</p> |
| 662 | <p>I'm fine with the addition of a regular fare, although it needs to be clarified if that is a per stop fee, a daily fee, a route fee etc.</p> <p>My primary comment is that taping on and off using the existing technology is horrible during rush hour because the readers are quite slow. This will result in a lot of frustration. Either a new system needs to be implemented or the readers need to be improved.</p> |
| 663 | <p>Adding a fare would make a bus trip a financial decision to make rather than a fun, spontaneous family outing. It would feel very silly to pay \$7 to take the bus the two stops to the library, but right now it's public education and excitement for our kids.</p> |
| 664 | <p>I'm a BYU student and if fare was still free for us then I would ride UVX just as often. If not, I might rarely ride it</p> |
| 665 | <p>I am a student at byu and take the bus/train everyday. If I have to pay it will increase my costs of transportation by a lot. Please keep it free!!</p> |
| 666 | <p>Ending the zero fare for UVX would be analogous to ending the free fare zone for Salt Lake City. These free fare zones invigorate and connect central downtown areas, helping downtown businesses. The UTA should keep the zero fare for UVX.</p> <p>The cap on fare pay makes it finally competitive with personal car ownership and should be implemented to increase ridership and combat pollution.</p> |

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| 667 | <p>I am truly disappointed ,all that I have wanted since it was changed,is to restore 15 min intervals on # 39. At current timing it is always very crowded,particularly it is extremely difficult to transfer from a 15 min. Route to a 30 min. I used to take #39 frequently,now I almost never maybe once,twice a month,or get a ride with friends..I really never understood why # 39 was chosen over many others to decrease frequency given the popularity with school,community college. It is my experience riding uta over 40 years ,east/ west routes are are essential to make reasonable transfers to the most popular north/ south routes. I was also hoping to be able once again use #201 as anther way to access Murray Central trax station,without crossing state street at 53rd south,to catch 200.Since the frequency change on the 201,I haven't taken this route at all where it had been 2-3 Times a week.whats the point at hourly,pointless at 30 min. It was appropriate at times.200 easier even crossing street,with a walker is very scary,given today's drivers.too many times close calls and I don't cross carelessly!!!</p> |
| 668 | <p>I believe that UVX should remain free, especially for college students like myself and the low income individuals within the state. With everything rising in cost especially housing, we should be given free bud fare considering how expensive everything else is. Please continue to make the UVX bus service free.</p> |
| 669 | <p>I think adding a fare is a great idea. However, the uvx is a great transit option during large byu events (football, basketball, devotionals, etc) and I would hate to see potential transit riders pushed towards driving private automobiles during these peak periods. Could a reduced fare, or free ride with valid ticket be implemented to encourage people to styl use transit during these events?</p> |
| 670 | <p>Free public transportation has been one of the best things about living in Utah. It is something I rely on to get around and makes living here more accessible. Plus it helps the environment so much. If I have to pay for every ride i'll be better off buying a car and it'll end up being worse for the planet.</p> |
| 671 | <p>I understand that the funding for free rides had to end at some point with UVX but I don't agree being charged a flat fee of \$2.50 is the right solution. Data should have been kept these last 5-6 years on the average number of pickup/dropoff locations riders are on the bus for and using that data, you should be coming up with a dollar amount per stop. If I get on the bus and only need to take it 2 stops north of me, I shouldn't be charged the same amount as someone riding it from 300 S in Provo to UVU every day. Riders will have less frustration with Provo and Orem city if an approach based off usage is given, rather than a flat fee. The front runner has a base fare and then you're charged more depending on how far you ride, why should UVX be different? Sure the other bus routes have the one way fare of \$2.50 already in place but UVX is different from other buses. You should be able to have a card that is scanned at the stop you get on at, and when you scan it again as you're getting off then you're charged for however many stops you rode for. I'm sure there's a scanner that's capable of keeping track of your card info and the stops, and then charging you based on usage.</p> |
| 672 | <p>I hope you can maintain the free fare. We go to Provo to eat so we support local restaurants if there is a charge we won't be doing that.</p> |
| 673 | <p>I feel that UVX should remain free since it is such a needed system until we have more robust transit it is needed and having it free helps make sure people are using it instead of debating if they need to figure out how to pay for it.</p> <p>It also helps the local businesses and economy immensely especially with areas that do not have excess parking.</p> |
| 674 | <p>I don't get paid a lot at work and it's really hard for a college student who doesn't have a car to get to places for free, and I depend on this bus system to be free. Please keep it free!</p> |
| 675 | <p>I live in salt lake and work in Orem, I don't get paid enough to move or to get a car, and definitely can't afford to get a new job. The bus is my only way to work. I can not afford to drop \$20 a week to get to work. Everywhere else in the world can figure out how to provide public transportation to their people, why can't we?</p> |

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| 676 | <p>I've been taking the frontrunner and UVX bus to school and now my career for 6 years now. And I have enjoyed my experience and opportunities that came with public transit. I have lived in Draper my whole life and I loved taking public transit. It gave me greater opportunities that I wouldn't have had since I couldn't afford a car. However creating a fare on the UVX would prevent me from using the bus in the future. I already pay for the train from Draper to Provo every day which is \$7.00 and adding an additional \$2.50 one way is making it not worth it anymore to take public transit. Driving would be a cheaper option. We currently live in an inflated economy and this added expense would make transportation even more unaffordable. I work in Public health and we focus our efforts on helping populations that experience health disparities. Adding a fare to the UVX bus would make it even more challenging for low-income citizens to travel and access the services they need. Also adding a fare would decrease ridership. I ride with a lot of my coworkers on the train and bus to work everyday. And this would increase the chances of us all not taking public transit. I would walk to work if around the Provo train station was more walkable. I don't feel safe walking to the health department from Provo train station because of lack of safe sidewalks and crosswalks. If they were to make that area more walkable and safer I would walk. The bus benefits local air quality and traffic in Provo and Orem which makes the environment a better place. Also with BYU having football games a lot of community uses the bus to go games and I'm sure with adding a fare less people will use the bus and drive and cause more traffic and congestion. Please consider not adding a fare. I have loved my experience with UVX and will stop riding if you add a fare.</p> |
| 677 | <p>Please don't start charging a regular fare fee! I use this service all the time and whenever I ride it the bus is packed. This greatly alleviates Provo traffic, and charging a fee will encourage people to use other means of transportation</p> |
| 678 | <p>In 2018 as the Mayor of Orem and a member of the Mountainland Association of Governments and the association of Utah County cities, I proposed the idea to use the CMAC Grant from the Federal Government for \$3 Million dollars per year for 3 years to cover the cost of free fare for anyone not covered by BYU or UVU paying for their student's fares.</p> <p>In proposing the CMAC grant I requested and received letters of support to use this grant from Senator Orin Hatch and Congressman John Curtis.</p> <p>UVX helps to take over 3,000 cars a day off of the roads. This takes wear and tear off of the University Parkway in Orem and University Avenue in Provo. This also has allowed UVU to not have to add additional parking lots and has in fact eliminated parking spaces allowing UVU to build additional campus buildings on previously used parking lots.</p> <p>When I was researching this grant out, I learned that if mass transit is FREE and FREQUENT then it increase ridership by up to 40%. I also learned that up to 40% of all new retail outlets go in on mass transit routes nationwide.</p> <p>The CMAC grant was set up to help reduce traffic congestion and lower Green House Gas emissions from vehicles.</p> <p>I believe that these objectives have been achieved with this grant. While I understood that it would be for a limited time, I also hoped that the value of free fares increase of retail business and decrease of cars on the road and decrease of automobile emissions would show its net worth.</p> <p>I believe that if you took the savings of emissions which the Governor and Legislature are seeking, and the decrease of wear and tear on our roads which UDOT seeks to do, that it is a net positive effect for Utah to continue to allow free fare for all UVX passengers.</p> <p>Collecting Fare Box money has a cost to it in machines, manpower, and overhead. This would need to be added into the mix to see if it makes sense. Also the set up of the fares seems to be pretty complicated.</p> <p>I have spoken with Commissioner Acerson and requested a meeting with UTA Commissioners,</p> |

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| | <p>Carlos Braceras, CEO of UDOT, Representative Kay Christopherson, committee chair of the Utah Legislature Transportation committee, and myself to look and discuss using some UDOT funds to help fund UVX to help keep more cars off of the roads and to lower our green house emissions.</p> <p>In a survey perform by UTA in April of 2022, the Free Fare study found that 53% take UVX because it is free, cost effective, convenient, good access, and because it helps our air quality.</p> <p>Please look at this with more study and consideration.</p> <p>Thank you. Former Mayor Richard Brunst Orem 801-319-4603 rbrunst@aol.com</p> |
| 679 | I think it's good to have fare capping to help encourage ridership. |
| 680 | Keep the UTA free!!!! |
| 681 | <p>I agree with the maximum per day charge so that public transit is more affordable and used by those who need it to and from a place.</p> <p>I also think the reduced fare program would be great to make it more accessible anything to increase the use of what is already being paid for</p> <p>I do not agree with sunseting the Zero fare for the UVX. I think it is a huge asset to the community.</p> |
| 682 | Keep UVX free |
| 683 | <p>After listening to the online public hearing, you can tell UVX is on the mind of many. Personally, I do approve of the proposed changes so that it is reflective of all UTA service. I would encourage local municipalities to look at what was done for the Ogden Trolley and Lagoon Shuttle as they helped fund the expected fare revenue amount to make those routes free. In the public involvement report it would be helpful to reference current state legislation that requires UTA to collect fare so the general public can understand the difference between UTA and other agencies in Cache & Summit Counties that have different fare requirements.</p> <p>The fare capping program will be a good program that will help users as travel frequency has varied with new work environments. Education will be the largest element to its success. Printed information that bus operators can share or mailed with monthly pass orders would be helpful. There also needs to be more training on how K-12 students can get reduced fare FarePay cards as UTA customer service offices are not in convenient locations or have evening hours.</p> <p>I did like what was proposed in the meeting to have popup locations where people can get their initial FarePay cards. This would be helpful at multiple locations and events. For example, employees riding on a route (like 470) where there are more cash customers to distribute FarePay cards or train riders. There could also be programs to work with companies who will have employees/contractors in a transit rich area for a period of time, like those working on temple square construction, to distribute FarePay cards and instructions.</p> <p>Once FarePay retail vendors are updated, perhaps signage on nearby bus stops to let people know where to buy and reload FarePay cards would help increase usage.</p> |
| 684 | Don't |
| 685 | If there is any way possible to keep the UVX line free, that would be wonderful. It is a tremendous asset for our students to get to school (Rocky Mountain University). Without it, many faculty and students will be impacted. Thank you. |

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| 686 | Keeping this free encourages us to use the UTA services instead of driving. This helps with traffic and is better for the environment. I won't be able to afford to travel to the places I regularly do now if we need to pay for it. |
| 687 | Keeping the UVX free will help so many people get where they need to go without worrying about costs. |
| 688 | I am only able to commute to work and school via the UVX and I can only do so because it is free. As a student I cannot work full time and take classes so I cannot afford the extra costs like a UTA pass. Having free access to the UVX changed my life and opened up doors for me. Taking that away would have the reverse effect for hundreds of people. Keep the UVX free!! |
| 689 | I love using the Farepay card, since then I do not need cash, and do not have to use a smartphone. This card is so handy, and to eliminate the 20% discount for using it is not a good idea. I think you will have LESS UTA riders. Many people are NOT regular riders. We hop on UTA to go shopping, go to an event downtown, meet friends in busy areas where parking is expensive, and we ride it when the weather conditions are dangerous for driving. For those people without a car, like myself, the 20% discount encourages us to use UTA. I do not meet the reduced fare qualifications, and need to wait a few more years for the Senior discount, so I am saddened to see the 20% Farepay discount go away. Please try something else! |
| 690 | Don't |
| 691 | I have no opinion on the others except for the UVX fare charging. I'm a college student so I can get it for free, but I worry for those who use it to commute between Orem and Provo who aren't students. Will they still be able to use prepaid UTA cards without charge? |
| 692 | Please keep the 20% discount for Farepay Users. Over the years I use Trax to go downtown for work and currently take it downtown for every Jazz game. I never ride it more than twice in the day. So the fare cap would be NO benefit to me and other like me. I would rather have the discount. Also be nice to work with the Jazz to provide free or greatly reduced fares for Jazz ticket holders on game days. |
| 693 | I would love to see continued support to maintain free ridership for the UVX bus. This route is a huge benefit to my Orem community. My family prioritizes active transportation (biking and walking) and we readily support public transit as it reduces cars in the road which reduces traffic, increases safety for active transportation users, decreases the need for parking, and supports the environment. Utahns are not used to public transportation, but we need it here. Free rides increases the likelihood of new users and maintain those who have made a practice of using UVX. |
| 694 | I really hope it dosnt change:/ |
| 695 | I think UTA is essential to loads of people especially the UVX buses, and keeping them free is extremely important and beneficial to local businesses and students. I know i used to use it multiple times a day to get to work and to school. |
| 696 | Being able to hop on and off the bus for free in Provo is so amazing!!! I would love to see this model across the state. |
| 697 | I ride the bus weekly as I am graduating I will have to pay to ride the bus now. I think that it is not right to start charging for the bus because I have many friends that rely on UVX to get around that wouldn't be able to afford paying \$2.50 for a ride. |
| 698 | I don't like it, I use it a lot because of school and I pay all my expenses so it will be so hard for me to have enough to pay everyday |
| 699 | Keep UVX free! College students get their tickets with their tuition. They make up the majority who ride. The remainder riders are so few that fare recovery seems minimal. The system has been a success and gets people out of their cars. Why mess with that? Use the sales tax dedicated to commuter rail and BRT to continue to pay for this. |
| 700 | Something that makes Provo great is that the free UVX makes it a walkable city. Not every has cars, being able to travel between Provo and Orem for free encourages less driving which is better for the environment. It also allows people without cars greater mobility. As someone who has autism, driving gives me anxiety. Having free UVX is one of the main reasons I love living in provo. I do my shopping and go to work with UVX. Please keep the UVX free to ride! |
| 701 | No comment. |

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| 702 | As a visitor to the orem - provo area the free option of the UVX allowed me to visit areas and store fronts I would. otherwise not have gone to, to loose this option would change how I experienced the area and where I spent my money. |
| 703 | The fare-less nature of the UVX line is essential to thousands of riders at all times of day, including non-students who use it to travel to work on a daily basis. Requiring that they pay for such transportation is unnecessary considering the current functionality of the public transportation system. |
| 704 | Public transit allows people of all income levels, but especially lower income levels, to get to work, essential businesses (grocers, doctors, etc.), non essential businesses, and public parks/buildings relatively easily and reliably. Public transit, including frontrunner, trax, and busses, should be free to use. Making these services free improves the quality of life for both people who don't have cars by giving them access to places out of walking distance and people who do by keeping the roads clearer. It makes it easier for people to work to make money as well as spend that hard-earned money. I truly believe the tax revenue earned from increased spending by making public transit free far outweighs the revenue gained by charging for use and the subsequent decrease in usage. Our local governments should be pushing themselves to make lives better and easier for us by keeping public transit free, accessible, and continually investing in its upkeep and improvement. |
| 705 | I think more people would benefit from and appreciate the UVX Provo/Orem Bus remaining free to use. From the homeless and everyone generally struggling financially, the UVX has been a wonderful service helping everyone get a free lift to and from different parts of Orem and Provo. If the UVX could stay free to use that would continue to bless the lives of those who use it, including those who genuinely couldn't afford to pay but need to use it. |
| 706 | We need UVX to stay free to keep car traffic down. I work in salt lake and use it Monday-Friday |
| 707 | Please don't sunset uvx free rides. It will cost more to police than it's worth. Also why can't we have dollar or 2 dollar day passes like phoenix. |
| 708 | I don't see that raising the poverty income helps anyone. Minimum wage is to low and the lower poverty level is better. |
| 709 | The main thing I'm worried about is how I'll get to my classes and work. My husband and I both heavily rely on public transportation in Provo and Orem to get places. As a student, I'm asking that we still can use UTA for free. I'm already living paycheck to paycheck. |
| 710 | Please keep it free and accessible to everyone! A walkable city is a safer, cleaner, happier, more equal, eco-friendly city. |
| 711 | I think its a great idea to start charging |
| 712 | I think removing the free service of UVX would cause fewer people to be motivated to take public transit. |
| 713 | Keep the 20% FAREPAY discount for premium fares & only implement fare capping on regular fares |
| 714 | Fixed income 2.50 per ride is expensive |
| 715 | Please keep Zero Fare for Orem/Provo |
| 716 | The rio grand plan is what the city needs |
| 717 | I would prefer UVX still being a free transport. |
| 718 | I understand the need to earn money to pay for the regular expenses that are needed to get a bus moving. However, I have seen great blessings for the community by having the UVX bus free of charge. This reduces the need for cars and allows more people to travel by bike further distances as they can ride the bus to another stop to continue their journey. I know UVX is used greatly by BYU and UVU students. I hope the connection with these schools will continue, but I do realize that more than just 10% of UVX riders are not students. This change would affect the whole community. Thank you for providing such a needed service! We appreciate UTA and all you do for the Utah Valley area. I ride UTA multiple times everyday and rely on it greatly! |

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| 719 | Being a college student, you dont have a car, a house, a stable job that pays enough money to keep up with the economy that affects how much groceries you can buy as well as trying to buy basic needs to keep you alive! |
| 720 | I ride the UVX every day and a fare on the UVX would be terribly expensive for someone like me. I don't like this idea of a UVX fare. |
| 721 | Keep the UVX free! |
| 722 | DO NOT CHARGE FARE ON UTX THAT IS WRONG AND WE NEED AT LEAST 1 GODDAMN PUBLIC TRANSPORT NOT TRYING TO MILK THE PUBLIC MORE THAN IT DOES ALREADY |
| 723 | I love the idea of expanding the reduced fare program, but taking away the no fare uvx buses will negatively impact hundreds of students who use those buses to get to school and back. I personally use both the UVX and train multiple times a week to get to my classes which saves me lots of money in gas. |
| 724 | I support keeping the UVX free. It is a lifesaver for disadvantaged people and keeps cars off the road. |
| 725 | I think the farepay caps would be a positive change to motivate more people to utilize public transit regularly, but the UVX fare would be negative. I think that having the UVX be free is great for accessibility for those experiencing poverty so they can more easily access resources and jobs and things to help them get back on their feet. |
| 726 | Please keep UVX free!! I need it to get to school when I don't have access to a car!! |
| 727 | Increased accessibility is good, but I would really like to see a plan to propose more parking at the Vineyard Fronrunner station. The parking lot is too small for the number of people I see at that station. I almost exclusively park on the street, which is quite unsafe at night when I am usually coming back on Fronrunner. Increasing accessibility will cause more problems at Vineyard due to lack of parking. |
| 728 | Accessible transport empowers our community in so many different ways and allows us to pursue opportunities for education, work and social connection that might be barred from us otherwise. Please keep Uta accessible for all! |
| 729 | Uta should stay accessible to all! And encourage citizens to use public transit. |
| 730 | Route 39 needs to go back to 15 minute frequency because the 30 minute route make you miss the the connecting Trax trains and then we have to wait for the next one and it make people late to work, unless we arrive an hour earlier than needed, when some of us need that time doing something else, such as taking care of family, instead of waiting 30 more minutes just to have missed to connection and then be late for our engagement on top of that. Thank you |
| 731 | As long as it's affordable for students and those who don't want to drive, that's fine by me. I think the Reduced fare is good and on par with other places that use a BRT system. Like the one in Clermont-Ferrand, France where they use the BRT a lot. Helps that they have a Michelin Corporate Office. |
| 732 | I really appreciate the free UVX buses. As someone who can't drive, it allows me get to places I need to get to or just for leisure. |
| 733 | Public Services are SERVICES. They should be free, especially considering that people taking public transportation are often struggling financially and need it, especially college students. By taking this away, you are promoting unhealthy car culture as well, which is already really bad in Utah; car culture costs American Taxpayers far more due to road maintenance and it causes pollution. In doing so, you are contributing to Utah's terrible pollution problem. |
| 734 | Keep UVX free. It's a fantastic option to help those that need transportation that can't otherwise afford it. It also encourages people to use public transportation rather than driving everywhere. Even if people CAN afford to drive, making public transportation accessible and convenient encourages ridership and decreases the number of cars on the road; reducing road maintenance costs and pollution. Keep air quality a priority!! We all breathe it!! |
| 735 | I have made a commitment to make UTA my principal mode of travel. The system is well designed and seems to accommodate where there is greatest need. Thank you for helping me reduced my carbon footprint. |

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| 736 | I ride Frontrunner and then UVX from Murray Central Station to BYU everyday. Provo's traffic is always hard to navigate, so the free UVX helps to mediate that. I advocate for fares to remain free on UVX. |
| 737 | I think fare change would be good, |
| 738 | UVX is the only non walking transportation I have to locations such as Walmart and other stops in between. Eliminating the non fare would effectively cause myself and others in my situation to not be able to use public transportation. |
| 739 | Very opposed. I will not be able to survive without free bus |
| 740 | Please keep UVX free!! It's such a wonderful alternate mode of transportation that keeps pedestrians safe by minimizing the amount of drivers on the road. Adding another roadblock (like a fee) will decrease ridership. |
| 741 | I believe adding a fare to the bus route would deter people from using the route and harm their ability to travel. The purpose of public transportation is to create an eco friendly and community friendly way for members of such community to connect with each other and the area. People who don't have another choice of transportation would be hurt by it and people who do have another option would opt for their cars and hurt the environment. If we have capable governing, then our tax dollars can be used wisely to pay for this transportation as it always has rather than leeching more bucks out of its people. |
| 742 | It's already hard enough to live and travel. This will make roads in the area worse and it more inaccessible to everyone who depends on this service. Do not remove the free fair for UVX |
| 743 | will the uvx be the same price as a regular bus , and we i still use my uta card or do i need to have it on the app |
| 744 | Everyone should have to pay. I agree that UVX shouldn't be free |
| 745 | The UVX being free has been life changing in my ability to travel by myself around town |
| 746 | As someone who rides the bus daily, the proposed changes will price me out of being able to use the UVX line, and jeopardize my ability to travel. Keeping as many busses as possible free improves the community and helps local businesses. |
| 747 | I want to continue to utilize the public services originally given, with the new changes I'd be unable to continue, with my budget, to be able to continue using this method of transportation. I'd have to resort to walking and biking to get around and to work. |
| 748 | <p>I'd like to comment on the upcoming fare change for the UVX. The Regional Zero-Fare Transit Study states that ridership "increases significantly" when transit is made available without a fare. It's a shame that despite the results of this study, the fare change is still being planned. When people do not use public transit they will drive a car. This is a problem for Provo and Orem, where traffic is already bad compared to other cities.</p> <p>Taking riders off the bus and putting even more cars on the road is the opposite of what we need. Heavy traffic not only makes driving inconvenient and frustrating, but increases the rate of accidents, jeopardizes the safety of cyclists and pedestrians, and worsens air quality. It is essential to encourage other modes of transportation in these areas.</p> <p>Public transit costs taxpayer money. Adding a fare will alleviate these costs, but at the expense of safety and efficiency. I encourage the state to find ways to move money away from car-centered transport. We spend billions of dollars on highway expansions. Can't we use these funds to improve public transit instead?</p> <p>I'm glad that the UVX has remained fare-free for as long as it has. For the betterment and safety of those living in Provo and Orem, I hope that it continues.</p> |
| 749 | WE NEED INCREASED FREQUENCY FOR THE FRONT RUNNER!!! like we really need the option to get on the front runner more frequently than every 30 min, especially more frequently in the evenings when it switches to every hour. If you miss a stop it's catastrophic with how infrequent it runs. |

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| 750 | Those that use UVX are mostly the population that doesn't have a car, because they can't afford one. Adding a fare puts extra financial burden on those in the community who are already less well-off. Additionally, one of the main benefits of public transportation is that it decreases traffic by decreasing the number of cars on the road. Adding a fare will only cause fewer people to use the bus, decreasing the benefits of having a bus in the first place. There is no need to discourage people from using the bus, because they aren't crowded. Finally, a lot of college students in the area use these buses, and it would really impact them financially if they had to pay. |
| 751 | I just want the train to go down to Payson. UVX charging fares makes sense, money for it has to come from somewhere. Ride fare chances on the train all makes sense, and honestly should be enforced more. |
| 752 | I think UVX help us a lot as students, and could be better if we don't pay for that. |
| 753 | Before I had a car, I was a poor and starving college student who relied on the bus to get around. I was grateful I could use the bus for free because I wouldn't have been able to afford it. Charging for the bus use may be a small fee for some, but to many if those who need to use it this fee may prohibit them from using it. |
| 754 | I would love to see route 39 change to every 15 minutes instead of every 30. In both directions. Toward Olympus Cove and toward West Valley. This is a bus I take 7 days a week. It has been difficult getting to work and my doctor appointments with this route only coming every 30 minutes. Also, the 39 is so packed in the morning sometimes that you have to cram into it like sardines. I know when I'm crammed like a sardine and someone coughs next to me...it's scary. Thank you for hearing me. Go UTA! |
| 755 | Keeping it free has allowed for my friends, family, and visitors to enjoy Provo and the surrounding area without stress and to use a more environmentally friendly mode of transportation. I hope it stays free for the benefit of the community. |
| 756 | Charging a fare on UVX would mean I wouldn't ride anymore, it's a mistake to start charging for it. |
| 757 | Since students can use any other UTA services for free with their student ID, I don't see why UVX should be any different. As long as students tap on with their IDs, we should be able to ride free. I take the UVX shuttle 4 times a week! |
| 758 | Do not charge for UVX. its utility is that it's fast and convenient and works for everyone. It's going to be a worse experience for everyone involved if you have a ticket checker at every stop |
| 759 | I use the fare pay card when I go to work and home during the school year 4 days a week (I have another way to get to work on Fridays). I use uta on demand in tooele. This change would not help me with my usage because I would be paying 20 a week instead of 16. My income is like 18000 per year but because of my husbands income I would not qualify for the other discount that is listed. This would be hard for me to do for work. I don't like the change. I like using the farepay card because of its discount. |
| 760 | I would recommend that Route 201 be elevated to 30-minute service intervals on weekdays |
| 761 | The capping is less for a month than what I have to pay for my disability pass. How can I switch over to using that? |
| 762 | <p>While some changes you have made have been good, such as the UTA ambassadors at stations (they're so friendly and helpful and it makes me feel much safer), you're neglecting the number one complaint about UTA. The busses and trains need to run later. People who work late hours deserve safe and affordable transportation. Having routes end before 10:00 PM is simply unacceptable.</p> <p>Students and young adults attending SLC deserve a safe, sober and affordable rides to and from. I think we can ALL agree that we would rather UTA loose a little bit of money to low ridership in these hours than to see young people lose their lives to drunk driving.</p> <p>It also doesn't need to be ALL routes, the Red Line Train should run as it connects from the University to downtown.</p> <p>And while I'm aware you've tried this before, you tried it in 2021 when many people were still working and attending school remotely, many events were canceled or postponed and people were wary of crowds and events. You also did not advertise this change to students in an effective manner AT ALL. We were informed when you stopped, but not when it started.</p> <p>Please stop making changed people didn't ask for and address this as your top priority</p> |

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| 763 | I think it would be more advantageous to keep the UVX free! I already pay for the other buses and services. |
| 764 | I suggest making a bus that runs late night, 24/7 service, for people that work unusual shifts and night shifts. This bus should go through popular routes after hours or you can do a survey to find desired routes. I suggest a route that follows The trax routes and goes to the airport for late night, 24/7 service. |
| 765 | Thank you for providing free transportation for me and many others. I believe it has been a good use of funds as it has helped me to reduce my expenses by not needing a car and reduced my environmental impact. I hope you continue to offer these services for free to those who cannot afford to pay, like me currently. Especially, I hope that these services remain accessible to all people, regardless of financial status. |
| 766 | All the changes look great including the sunsetting on the zero fare program for the UVX buses |
| 767 | When the UVX was first opened we were told that it would be fare free for one year. That year came and went and the UVX stayed free! I am not against public transit fares, but the community has come to rely on this free transit and suddenly making it cost money will damage that. |
| 768 | Do not like. Will stop using UVX and recommend my friends to do the same. We are poor college students, and public services such as these should be covered by the city. |
| 769 | Please start charging! I think it is very necessary. |
| 770 | Don't add a fare for the UVX! It will slow down the bus significantly, and make it harder for students to get to and from school. |
| 771 | These changes won't affect me directly, but will directly negatively affect many of my friends who rely on the UTA daily for transportation. I know many friends who are refugees who rely on the free UTA system for transportation. |
| 772 | I would quit riding the bus ever there is a charge |
| 773 | Please increase the frequency of 72 - the Midvale fort Union trax station isn't safe and I'm stranded almost daily due to the gap between the blue line schedule and 72 heading eastbound. |
| 774 | I can't afford a car, so this is how I get around on time, I can't afford to pay 20 a week to get around. This is my only option |
| 775 | Keep the UVX Free , Get another trax line to go further into West Valley like you guys said you were going to do a long time ago, and please for the love get more bus service everywhere—especially where you send The free ride services, because there's not enough Buses. Please don't raise the 2.50\$ minimum fare. Also Please train the 972 drivers to quit leaving us when they have room and time to stop for us non-ski resort Riders (Especially when the buses get westbound in the valley towards the track); Some of us have to go work in the area for them. |
| 776 | In favor of expanding the reduced fare program. I ride 5 days a week to and from work, have 3 people in my household (including myself) I support and a disabled daughter and was still denied |
| 777 | Increased service of 223 during peak hours (8-10am) (4-6pm) |
| 778 | I wish the 21 schedule went back to how it was because now i always miss the bus from the red line to the 21 and vise versa |
| 779 | With the proposed changes and with the amount of time I spend on UVX, and without a job/school that pays or helps to pay for my transit, it'd almost be cheaper to buy a car, pay insurance on it, and fill up the tank weekly. Please, I can't afford this. |
| 780 | I think a lot of people would benefit from continued zero fare policy for this public service. Assuming it's a matter of funds, there must be some other source of revenue that can make up the deficit that doesn't affect the middle and lower classes as much, who are the most likely to use the bus. |
| 781 | I agree with these proposals. We have had free service for longer then expected on UVX. We need to encourage the riders to pay to ride the bus. Let's have a UTA police officer or fare inspectors check passes on the UVX just like they do on the frontrunner. |

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| 782 | I don't want to have to pay |
| 783 | I have seen quite a few students on the UVX, and I work with students who also ride it. I ride it here and there. I love riding the bus to take the Fronrunner. I think keeping a really low fare would keep students riding on the bus etc. Otherwise, most will drive their car. I'm thinking like \$5/week. Also, it would be nice if more residents would ride the bus. I don't think it is advertised as much to residents which is too bad. |
| 784 | As a student, I am appalled UVX would consider monetizing transportation, especially considering all those of lower incomes it would negatively impact. |
| 785 | Please don't do it, I use it almost daily and it really really helps to have it free to everyone |
| 786 | I love the idea of putting a limit on a day charge for frequent riders. Maybe include a discount for seniors who use it often as well. |
| 787 | I use the UTA daily to get to school, and to travel around Utah county. If it was changed to having to pay 2.50 daily then my daily trip to and from school would become more of a financial situation |
| 788 | I ride the bus to work every day for the sole reason that it's free. I'm already paying for an apartment, taxes and food at stuff at a part time job because that's all there is. I have met numerous others while riding the UVX that are in the same predicament. To force us to pay for the bus, when the entire point of these bus system is to be free is hurting the citizens of Utah. |
| 789 | Want it to stay zero fare. I see so many different kinds of people riding it. Kids can now go places. I use it for work and it gives me the option of still being able to get things done when the car isn't available. |
| 790 | I strongly urge you to keep the UVX zero fare. Free access to incredible public transport, even just the one line, has had a clear, positive impact on the Orem-Provo communities. My family has traded most of our trips by car for trips by UVX, which has saved us not just on gas but on the stress of navigating traffic. I often see kids and teenagers using the bus on their own, just going about town without having to bum rides off the busy adults in their lives. It's given them an independence and freedom that I WISH I'd had when I was a kid. Continuing the free fare program for UVX is a huge benefit to the community and is a significant reason why UVX has such a large ridership. Again, I strongly support keeping UVX free and thank you for your consideration. I love everything UTA does for the community and keep up the good work? |
| 791 | I really do not like the idea of having to pay for it. I use it very frequently to get around (ex getting to the store to buy groceries) and I would hate to have to pay every time I use it. I also use it for school and I can't afford to be paying to ride the bus (that's why I don't even have a car because I can't afford it with gas prices). |
| 792 | As a regular UTA rider, I think the proposed changes will be beneficial to UTA patrons, depending on how much the new UVX fare will be. |
| 793 | I really like the idea of a per day max as well as increasing the reduce fare program. I'm hesitant about increasing fares for people in Utah county. The fare free zone in Salt Lake is so awesome that I'd like to see expanded fare free zones, not decreased ones. Unrelated, please bring more service to the west side beyond the redline. I'm right on a bus route, but service only runs 1x/hr and only during the business day which makes it mostly useless. |
| 794 | Yes, raise rates to make in a non-subsidized program that pays for itself. Also, cut the wages of the highly compensated employees, like the director. Shouldn't be that highly paid. |
| 795 | My proposal is to adjust the frequency of the bus 213 to every 15-20 minutes maximum. Every 30 minutes ride is definitely not enough on this busy route. There are many people who ride this bus. Students, faculty of the U of U and near by Hospitals would benefit from the change. My daily bus trip to the VA Medical Center takes me 55 minutes and I see how crowded it can be from 6:30 am until 16:30. The more frequent change would allow me to use the commute time better. Currently I may be late to work 5-10 minutes because of the morning traffic or earlier by 30 minutes, which is not necessary. What are the chances that the route will be adjusted to more frequent service? Thank you. Regards, |

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| | Laura Korczynska |
| 796 | Please don't make it cost money it's my only form of transportation |
| 797 | Could you get a Bus route from 7200 S. Trax station going West to Jordan Landing in West Jordan. And going East on 7200 S. |
| 798 | I am against the changes as this would unnecessarily charge those who need this transportation, whom are mostly poor college students or those who can't afford personal transportation. |
| 799 | Please consider keeping UVX free to ride. Make changes elsewhere in your budgets to enable students to continue to use this resource and vastly lower traffic volume in our growing city. |
| 800 | The 850 Time points need to left alone, unless adjusting to meet Trains on time at Provo and Lehi . |
| 801 | Change is hard |
| 802 | The changes to the uvx don't actually affect me because I am a UVU student. And I have never used any of the routes that will be discontinued. |
| 803 | I think charging for UVX will be devastating, with how broke/poor students are, especially if cash fare is not accepted. The frontrunner should be available on Sundays, I've personally been trapped at locations after missing the last train on Saturdays. Wait times between buses for a lot of routes are too lengthy, especially with more frequent extreme weather occurrences impacting safety and comfort while waiting. |
| 804 | I feel the changes don't affect me since I get my pass through employer but also feel u.t.a.'s biggest issue is being on time |
| 805 | Maintaining current frequency on the rt. 39 is NOT ACCEPTABLE!!! That bus is always crowded! It NEEDS to return to 15 minute service! It would also be a good idea to put 15 minute service back on the 54. It's always crowded too. |
| 806 | I like them. Especially the max daily limit for the fare pay pass and the reduced cost for the reduced fare. I get the reduced fare myself and would have an easier time if it were cheaper. I don't really like the nixing of the free uvx although I don't personally use it, I'm sure that could create hardship for those who regularly use it. |
| 807 | I would like to see Sunday service on FrontRunner added to the schedule. College students that come home in salt lake county for the weekend don't have train acres back to UVU and BYU on Sunday. |
| 808 | My family uses the UVX or Frontrunner pretty regularly, sometimes for commuting and sometimes just to get downtown or to the library. UVX is a hugely valuable resource as a commuter and just as a citizen. It gets a lot of cars off the road and is safe for teens and college students. I would definitely recommend keeping the fare at zero. In the future when there is a more robust transit system, maybe not, but for now we really need to incentivize people getting off the roads, helping our environment and making our city safer for everyone. |
| 809 | A lot of people rely on this FREE service |
| 810 | I think that this charge is ridiculous and unnecessary. It's targeting low income families and the homeless, both of which should not be targeted. It's forcing more people to drive places on their own to avoid the fees, adding more traffic and pollution to the city I live in. The UVX being free is honestly the best thing about Provo and Orem. I didn't expect such a nice commodity upon moving here, and now you are taking away the one convenience about this place. I'm sure you are well aware of how expensive rent here is. It's hard for people to have a place to live, so don't take away their right to transportation too. I believe the UTA is better than this, and that they should realize they aren't serving the public when they do this. |
| 811 | Should keep it cheap and free |
| 812 | We need an OGX stop in Ogden so at 25th and Jackson. Plus it would be easier if there was a bus so fur the 645 by own clinic especially on Saturdays when I walk from the Dee Events center 5 blocks to work and 5 blocks back |

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| 813 | Please don't get rid of the free UVX route! I have been using that for years to get to the grocery store, school, sporting events, and to visit friends. I also know people who use it to get to work. It is so nice to have such a dependable bus route free of charge, especially when Provo already has so much car traffic from students! |
| 814 | Why are we trying to increase traffic and pollution in our cities by charging bus fares when public transportation should be free? Are we seriously more concerned with making a couple extra bucks than helping our environment, Utah's already terrible pollution and air quality that affects our own health, and reducing already insane amounts of traffic??? Come on people. So disappointing. I'm ashamed to live in an area like that. |
| 815 | Because I'm part of a low income family it would be very difficult to pay for both the UVX and the other buses I use to get around Provo. |
| 816 | More frequent uta services |
| 817 | I'm a student who doesn't have a car, so having a bus that's free to get around on is so helpful. Honestly, I love that the bus is free for everyone, but if there has to be a change, I assume that students would still be able to ride free |
| 818 | I'm very sad about this. I'm 14, and I can't drive, so me and my friends rely on the bus a lot. We are children, so if they start charging money, we will not be able to ride the bus anymore. |
| 819 | Please keep the free fare! This will impact the low income and homeless communities of Provo and save very little money. |
| 820 | I have none about the proposed changes- farepay card users should revert back to the previous discounts. \$1.50 fare. Also, more frequent buses, every 15 minutes for all routes, and later runtimes |
| 821 | The whole reason why I use UVX rather than attempt to walk places or don't go at all is due to the fact that it is free. I operate on a minimal budget due to extensive student loans and would be unable to use UVX if it starts charging \$2.50 a fare. If it must be done since funding has run out, I would either look to see if funding within UTA can be shifted or petition for more funding through whomever assigns funding in the first place. Even if that doesn't work, \$2.50 a fare is outrageous for a line that often has people get on and off after one or two stops. If you have to assign a fare, perhaps make a base pay of .50¢ and add .10¢ a stop. Still wouldn't make it great but people under tight budgets like myself would appreciate that much more. |
| 822 | I think that there are a lot of people that depend on the UVX and do not have the means to pay everytime they need to ride the bus. I think people would still ride out of necessity but a lot would convert to walking which may not make it worth it. |
| 823 | Please keep it free. Please please please! |
| 824 | Keep UVX free it is a good system and it is nice that's it's a free service |
| 825 | I truly do not believe charging riders for fare on the UVX is necessary, nor will it actually increase UTA revenue as significantly as UTA believes it will. I believe UTA can find other ways to increase revenue without charging fare on UVX, and that the drawbacks to charging fare significantly outnumber the benefits. |
| 826 | Improved changes would impact both my husband and I because we regularly take the bus to work, visit family, and run important errands. My husband and I both have medical disabilities preventing us from driving a car so the only thing we have to rely on for transportation is the bus. It would really help us and I'm sure it would benefit the whole area if there were changes made that lowered the cost of the bus and also added more routes so that everyone could feel comfortable and more content with riding the UTA buses. |
| 827 | I would really prefer that the UVX remain zero fare, somehow it seems like there's money for everything but basic amenities |
| 828 | It will poorly impact the people in Orem who are financially struggling and use the bus as a regular transportation method. |
| 829 | I'm homeless and I can't afford to get to places |

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| 830 | More frequent buses, like 15 minutes instead of 30 minutes |
| 831 | Trax should be free. |
| 832 | Please don't start charging for UVX I don't have enough money to make ends meet as it is |
| 833 | The new 45 schedule says it was adjusted for reliability. However, a lot of its connections rely on the Frontrunner's reliability, which (not as often lately but over 7 years of riding it 4+ times a week for work, more often than not) is regularly late. Very late. I've sent numerous emails and comments over the years stating that 23 mins after the hour is too soon for a train that runs once an hour for MOST of it's schedule (a few years ago it had more 30 times and so the 45 schedule wasn't as much of an issue.) When the Frontrunner is late, riders can't catch the 45. So, when the last train of the night is late, riders are stranded because the last 45 leaves at 11:23. So the Frontrunner needs to be wildly more consistent and reliable (which isn't practical for various reasons), 45 needs its leave times adjusted to 30 mins after the hour and in the hour to account for the Frontrunner's unreliability, or the 45 needs one last bus to leave from Murray Central at 11:53. Since I'm sure keeping enough drivers on with UTA and having bodies readily is probably a constant challenge, the easiest solution to the problem seems to be to adjust the bus times by 7 minutes or so. But overall - no, the April schedule changes do little to nothing to solve some of the troublesome routes and connections. |
| 834 | I feel in the past I have been greatly inconvenienced by the weekend schedules for public transport, most notably on Sunday. Some people rely on public transport for work and many people work on Sundays. It seems irresponsible as a public service to not offer it on Sundays(front runner). The only explanation the public knows is Utah is run by Mormon majority who close things on Sunday and as a state service this should not be influenced by popular religious beliefs. |
| 835 | Keeping things free is the best for the community, and for me personally. |
| 836 | I think the free-fare system on which the UVX operates is highly important for students, young adults, and low income families alike. As a low income student with a severely limited funds, the UVX allows me a safe, affordable (free), guaranteed way to get to both school and work in a timely manner, without this accessibility I would not be able to work, attend classes, or do any of my day to day errands, and I know that so many individuals and families rely on the transit system the way I do. |
| 837 | Please, please, please don't start charging for the bus. I'm a broke college student and I've already had to take out loans to cover my other expenses |
| 838 | If there is a way I would love to see UTX remain fare free as a way to encourage transit in a growing area. |
| 839 | No please no price it'd be pain me no wanna walk |
| 840 | This change is not only going to make people want to ride your bus less, it's also going to make people who use your transit buses out of necessity end up not being able to make it to their required destinations and make lives of many people much more difficult than they need to be. This bus was created for college student who do not have the money to be paying bus fare, for homeless who have no other mode of transportation, and for the common people, who pay enough damn taxes already, and don't need any more unnecessary charges added to their bills. That's an absolute disgrace of a concept. You only think of profitability while you raise taxes to fix roads that nobody asked you to fix and then charge those who don't even have the ability to drive? |
| 841 | If you start charging me to ride the bus I will go broke and no longer afford to keep a job. Is that what you want? You are contributing to homeless levels throughout the area you sick freak |
| 842 | I believe fares should stay affordable and not be increased |
| 843 | As a college student I don't like the idea of this at all. I feel like I ride it so frequently but for short periods of time that charging money would discourage me from riding. |
| 844 | I use the transit system everyday almost (Sunday/Monday excluded) redline to s-line. The 2700w sugar factory rd stop doesn't display the times of oncoming trains. I'm very impressed with how easy it is to get access the valley and would love to see UTA go back to the ideas made for 2020. |

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| 845 | This service is very helpful and useful for me, I take the bus everyday and the changes will impact negatively in my day to day, if this can continue just like it is right now that would be awesome, otherwise, I would like the charge to be lower. |
| 846 | I think it's a dumb idea some people can't afford it. So big fat NO |
| 847 | I do not agree with the sunset of the UVX zero fare. I have a lot of family who come visit Provo/Orem via FrontRunner and take the UVX to get around. They likely wouldn't come if they had to pay, negatively impacting a whole host of other businesses!! You'd also be missing out on their two-way FrontRunner tickets. While the UTA website says only 10-15% of riders will be affected, that is still a LOT of people. |
| 848 | UVX should remain free. It will cost more money to keep track of payment than it is worth. This negatively impacts more lines than just the UVX, as well as businesses and attractions all around the Provo/Orem area. You will lose riders! |
| 849 | Me and my friends rely heavily on the bus system, and not all of us have passes or can afford tickets. Keeping busses accessible and affordable is key to an active community. |
| 850 | I would not be able to afford to go to work and school anymore if you charged for the UVX |
| 851 | Work with Salt Lake County to give all county employees free fare if they show their current/valid county ID. Increase UTA police patrols in service areas outside of salt lake county. |
| 852 | I think it's wrong to charge for the UVX, because those who would be paying (of those who use the bus) would mainly be the homeless and low-income families. Public transit should be kept free here to not put individuals in those categories in a rougher spot financially. |
| 853 | I struggle to see how the new FAREPAY fare structure would benefit those who aren't riding transit multiple times a day. Eliminating the discount that riders have otherwise is something that should be thought through carefully. |
| 854 | Charging fare on uvx will highly impact my ability to get to and from work daily |
| 855 | Hello, as a frequent 2-bus user, I would love for the 2 bus to be put back onto 200 South for August Change Day |
| 856 | I think more people would ride UTA if there were more routes and the the buses/trains were more frequent. The research I've seen bears this out; for the poor (the people who use public transport the most) price is not the issue because even the most expensive public transport is going to be substantially cheaper than driving. The issue is whether the routes are reliable, frequent, and go where they need to go. |
| 857 | Lower fares more riders |
| 858 | 20 or 15 minute headways are needed on the ski bus routes on the weekend. There is high demand. Efficiency is lost with all the time it takes to pack people on the buses in the standing room. |
| 859 | Please keep UTX free. There are many people who are not fortunate enough to have a car and free buses are a vital aspect to their mobility. Additionally, the current state of public transit still gets caught in traffic due to a lack of dedicated bus lanes. I can only see a fare charge being worth it and still attracting consistent ridership if there were more dedicated bus lanes to make transit more convenient. I've been grateful for the opportunities to use the transit system for free and hope it either stays free or convenience increase as a result of paying a fare. |
| 860 | UVX is the bus route that I use the most and the most frequent. This is the perfect bus that I have used to introduce several people to the public transit system with it's free service line. The free rides of the UVX makes traversing the Orem and Provo area actually doable without a car, and as somebody who has work in Provo and school in Orem the free service is essential for me especially in the summer season where I don't get my bus pass through the school. Please don't remove the free rides of UVX it is an important staple of making these city's walkable and I would hate to see it go. |

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| 861 | I am adamantly opposed to the fee. I am an international student who has no money. I ride this bus to school every day, but I can no longer ride the bus if there is a fee for this bus. If I have to pay every time, I can no longer ride the bus. Please really don't do this. |
| 862 | I am the bus operator for the route 200. And I have several customers that transfer from my route to the 201 going south from Murray Central Station. It is really difficult for them going from a 15 minute route to an hourly route. Is there anyway we could increase the service on the 201 to every 30 minutes instead of hourly? |
| 863 | Uvx should not start charging fare. |
| 864 | They will improve a lot of the services needed for more passengers. |
| 865 | Keep the 20%off for using the card. Allow Apple Pay Or cap the card to 20a week then unlimited use after 20. |
| 866 | I live in Provo but am a student in Orem. I take the UVX to school everyday as a way to not have to spend money on gas and for efficiency. Creating a fare on UVX would be extremely frustrating as I enjoy having a free and quick way to travel to school. |
| 867 | I see that uvu and byu students can still tide uvx free, but don't they have a uta pass as a part of their tuition? It would make more sense to provide the free fare to colleges that don't have uta passes as a part of the tuition. |
| 868 | I think all the changes are goo except one. I'm not a fan of adding charges to the UVX line. |
| 869 | I am a full time college student that rides the bus to school everyday. If these proposed changes were to go through, it would take out of my already depleted bank account. |
| 870 | UVX should stay free!! |
| 871 | The UVX should remain free as it is an important service for many people who can't afford a car or other kinds of public transportation |
| 872 | I ride the UVX Provo Central to Orem route daily, or semi-daily as it doesn't run on Sundays, and the East Bay route frequently(once or twice a month, sometimes thrice). Being homeless and not much money to my name would mean walking everywhere every time I needed to get somewhere, 5 miles daily at the very least. With about 50 lbs strapped to my back at any given time, my knees and legs are looking at murder. |
| 873 | I like the changes proposed. I would propose that the daily amount is capped at \$4 with \$20 weekly. As someone planning on using trax to commute it seems odd that my Friday would effectively be free. Instead, I would rather pay slightly less every day instead of potentially losing the free 5th commutes on long weekends. |
| 874 | Please don't change the farepay card system. It's nice having the 20% off per ride. |
| 875 | I do appreciate the fare capping. Public transportation should be free. It's a tax on the poor. You will save so much money by eliminating the fees all together. No more counting cash, no more online transactions no more paying people to process those unnecessary jobs. Stop taxing those who already have the least, make it free for the PUBLIC. |
| 876 | Please consider having the front runner start by 7:00 am on Saturday so we can still get to work from Ogden to North Temple. Also would benefit the airport flights. Also the 4:00 pm and 4:30 frontrunner is standing room only heading north. Any way to get an extra car put on? These changes for cheaper fares will only make it so more homeless and transients will be on the train sleeping. I agree with the monthly pass being charged less. |
| 877 | Please do not add a fare to UVX. It is the primary way I travel, and though I would travel for free while a student, I will be graduating soon. |
| 878 | I am a UVU student who depends on UTA services to succeed, and I oppose the implementation of ticketing for UVX. |
| 879 | Please keep the UVX at a free fare. If you asked riders to pay there would be probably less riders. It also cuts down on air pollution. |

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| 880 | This is more of a request for change to route F11. Often times the buses that runs in the 7am and 8am hour are full. Riders like myself would like to request that the bus run every 30 minutes in the high commuting hours (7am-10am and 4pm-6pm) to account for increased usage. |
| 881 | The changes look good. Please know it would be helpful/beneficial if the Fronrunner ran on Sundays...even with a limited schedule. |
| 882 | I think UVX zero fare has been a blessing and start changing that seems to be unfair. I use uvx as daily basis and as student I will like it to remain the same and don't be changed since it is a benefit for the students and all people in general |
| 883 | For bus routes in the metro salt lake county area, please kindly restore the fifteen minute service that was replaced by service every half hour. A bus that arrives only twice an hour does not provide a viable metropolitan transit option for a lot of people. Restoring a fifteen minute schedule will return public transit as a viable alternative to private cars for work commute and travel around the valley. It would be worth a fare increase if necessary so that bus to trax and bus to fronrunner become a workable, competitive option to private vehicle transportation |
| 884 | Adding the fare for UVX in Provo/Orem would significantly impact my decision to ride the bus to school/work. The transit system is convenient for me because it provides a cheaper alternative to driving, especially as gas prices increase dramatically. Paying for each ride would negatively impact my ability to use the public transit system. |
| 885 | Having a maximum per day charge for farepay users is a fantastic idea! For people like me that uses all modes of UTA every day, having ANY type of break helps us out. |
| 886 | I oppose fare charges for the UTA/UVX services. It is so nice to have a free mode of transportation available to all. Plus, it would make riding less efficient taking time to collect the charges from everyone. This is a great use of taxpayer dollars allowing the public to partake in necessary, local travel. |
| 887 | Removing the UBC free fare program would be moving in the wrong direction, significantly increasing transportation time in Orem for people without other forms of transport. Without the UVX free fare program I would have never considered moving to Orem. |
| 888 | I do not like the idea of paying for the bus. |
| 889 | UVX has been a huge blessing to students and event attendees alike. It's frequency and route has created a huge stepping stone in progressing towards a city more reliant on public transportation and less on commuting by car. As a student I know I'd still have free access to the bus, but feel like many people benefit from the free fare |
| 890 | I think charges are not a good idea. many people, including students like myself rely on these buses for daily transportation. I use it because it's free and easily accessible. adding charges would surely decrease the quantity and satisfaction of riders of the UTA buses. |
| 891 | UVX is great because it helps people travel from Orem and Provo quickly and with no expense. |
| 892 | Upping the prices on UTA services, especially UVX, could create a significant financial impact on students and community members in the Orem area. Many students rely exclusively on public transport to get around. With tuition, housing, and other basic living costs, vehicles aren't always cost effective methods or sometimes just completely unaffordable. BYU and UVU are boosted by the fact that the surrounding community is walkable. With increased transit costs, it's only going to add strain on the community |
| 893 | It will make public transportation almost impossible for me. I will be better off driving and this will make a huge negative impact on the environment because I won't be the only one doing that. Please keep it the same, it is one of the best things Utah has had to offer ever since I moved here. |
| 894 | Fares need to be reduced. It's understandable have some fare for train maintaince and employee salary but it adds up *fast* for those who take it frequently. I wish I could take it daily, but fares are just too much. |
| 895 | I personally am affected by the change in Farepay card. I use it at least weekly for one roundtrip. I feel that the capped pricing instead of discount is worse for me, because I don't need more than the one trip (I feel most people would only need one roundtrip per day as well). That means there is no real benefit to the Farepay card for me or most people. |
| | I don't see this idea as an improvement. Public transportation is already pretty bad in this state. |

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| 896 | Options are so limited already. Busses are not reliable. The only thing you can rely (kind of) is the UVX. But it doesn't even have a route that benefits most citizens, it is mostly for students, one has to walk a lot to get to a UVX stop. Those people that don't own a car (poor people) benefit from this service and the rest are the students. The beauty, and what gives this city a touch of pride is that it is at least free fare. Why to charge? Will the routes be extended? Or how will it be better that people should pay for it? We already pay our very expensive taxes. Public transportation should be a free service, especially in the conditions it currently is. |
| 897 | I found out about this by reading the sign INSIDE the bus. I ride the uvx everyday. And now i know that 2.50 dollars doesn't seem like much. But when you think about spending that money every single day. It's alot of money. And lots of people doesn't have that much money. |
| 898 | <p>In regards to the proposed changes:</p> <p>FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge</p> <ul style="list-style-type: none"> - This is an obvious good. I would also be in favor of a maximum monthly charge so that you're not worried about whether it's better to buy the monthly pass or not. It could be tiered for people that do and don't ride the frontrunner. <p>Reduced Fare program changes that would increase eligibility to over 12,000 more riders</p> <ul style="list-style-type: none"> - Another great idea. Get more people riding transit, and then we can introduce more transit and have a virtuous cycle <p>UVX sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare</p> <ul style="list-style-type: none"> - Terrible idea. Despite the fact that it would only affect an estimated 10-15% of users, this is the single most useful bus in all of Provo/Orem. The fact that it is completely hassle-free, comes regularly, and free make it so that I will ride it in favor of the bus nearer my house that sometimes is late, sometimes early. What will happen if you charge is that ridership will go down, even among those that have it free. They'll have to remember to bring their card, know that it's free for them, etc. You will add friction to the best part of the UTA in the local area. If you're going to add friction, do it in the parts that are already kind of bad, and the better part will look better in comparison. <p>To be clear, I would be one of those affected by this. I can afford to pay, and regularly do pay for bus and frontrunner service.</p> <p>The great thing about the UVX is that it goes to important parts of Provo and Orem, and I can tell visiting friends how to get to most of the area by simply getting on the UVX and riding. It is clear, gets them where they need to go. They don't have to worry about having exact change, whether their trip is within the transfer time of a frontrunner ticket (as visitors, they rarely have a farepay card). It gives a better impression of the area, while taking people to centers of commerce and learning. It is a public good, and I am happy to know that my taxes are going to support it. It is exactly the kind of project that deserves public funding, and I wish that its ideas (rapid, reliable, hassle-free) were present throughout the valley.</p> |
| 899 | The Farepay Card adjustments need to have the per ride discount remain at \$2.00 AND have the new cap in place. This will help keep the cost of ridership competitive with refueling a gasoline vehicle but also incentivize heavier transit use, including multi-transfer trips which are sometimes needed during system construction detours and alternate routes. |
| 900 | I am surprised that UTA has decided not to run the UVX for free any longer because Provo and Orem have way too much traffic and not enough parking. I think You are not concerned about BYU and UVU traffic and need to care more about the future and Utah county instead of only your beloved Salt Lake City |
| 901 | I can understand inflation impacting cost. And I can imagine vandalism plays a role in the price hike/removal of getting those discounts for using the card. And Utah has a lot of problems. But I never felt like the UTA service was one of them. It was affordable and could help those who couldn't drive get to their destinations. The discount was also a fantastic idea. It's easy to lose a dollar bill or the change needed to ride. So it gave people a reason to go plastic. But removing that discount hurts those who need it the most. |
| 902 | free was good |

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| 903 | <p>I don't think charging services for the UVX line is a good idea. The best benefit of UVX is that it's free to all, so no one need worry about whether or not they need to pay. There's no barrier to riding. Conversely, even with a small fee, ridership will plummet. Students won't want to pay for it, and even those who can afford it, many of them will be intimidated by the structure (how do I pay?, etc.) to use it regularly. I think the increased revenue from a sliver of the ridership will be overshadowed by the drop off in ridership. I'm especially thinking of families and parents with children. How do they know if they need to pay for their kids? If they qualify for a fee waiver, how do they apply for that? The whole purpose of the UVX line was to reduce emissions - all that work could be reversed with the increase in car trips for getting rid of the free for all structure.</p> |
| 904 | <p>Don't eliminate the 20% discount for the fare pay card! I ride the Front Runner from Woods Cross to Murray and back M-F. It costs me \$2.50 each way or \$5 a day. If you eliminate the discount and cap the maximum daily fare to \$10 it won't benefit me in any way it will just cost me a lot more each week. It will only benefit those who travel further. Don't make this change!!!</p> |
| 905 | <p>People rely on these services being free. I disagree with this. We are happy to pay for the other buses, but I think there would be a decrease in people using the bus system if you began charging for the uvx Provo/Orem bus</p> |
| 906 | <p>I think raising rates for those of us who has to use UTA for public transportation is terrible. You are trying to fix bad road conditions and this will not help</p> |
| 907 | <p>Ski bus service needs to be more frequent and come from more places in the valley. Work with UDOT to eliminate shoulder parking in LCC so busses have ROW, similar to Park City.</p> |
| 908 | <p>I would stop using the bus system if it were a paid service.</p> |
| 909 | <p>This is a very good free route that is available for people to use, and most of them that use are students, if the proposed UVX fare is still applied to students but as long as we have our ID and we can still ride free, it won't affect me and my household. But considering the people that are not students and have to pay full price and how things are also increasing for housing and other basic expenses, even if the prosed fare is approve, I think that \$2.50 could be reduced to \$1.50 or \$1.75 instead, I think it would be an affordable price for the ride.</p> |
| 910 | <p>UVX is a fantastic tool for me, I'm very grateful it was created. But I think it's only the very beginning of what we need for our transportation system. I think I can make a strong case for why it should stay free, at least for now.</p> <p>There's a few major problems limiting it's potential, and until transit in Utah Valley is properly implemented, I think the UVX must remain free. It can go paid when the following criteria are met:</p> <p>Number 1: Excellent reliability. Transit must be competitive with driving to be considered by people with driving as an option. Public transportation truly works when there's a reliable, fast, and convenient NETWORK that connects everywhere in town. Every person is within a 5 minute walk of a stop, because the UVX is only one (very limited) route between Orem and Provo, it can only be a valuable tool in very niche circumstances. And it doesn't run on Sundays, so for that reason alone I would never use UVX if it was paid if it didn't run on Sundays. I couldn't justify the cost for a transportation method that isn't reliable.</p> <p>Number 2: Better land use. Land around stations need to be destinations, not parking lots. Both Orem and Provo central stations are parking lots with bus access. If I wanted to go to Orem from Provo, or visa versa, why would I take UVX when I NEED a car once I get to my destination? With a strong network like my previous point, PLUS excellent mixed land use around stations, I can actually arrive somewhere I want to go, not a parking lot where I might as well have drove. Obviously there's a small amount of parking needed (for example if someone wanted to drive 1 mile to Provo central station then take the Fronrunner to Salt Lake City), but the best case scenario is that the vast majority of transit users take alternatives to the station (walking, biking, micro-mobility) and that huge amount of space dedicated to parking can be properly utilized.</p> |

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| | <p>Number 3: Safe, pedestrian friendly streets. Our streets must prioritize people over cars. What we currently have is a built environment that is fully dominated by the automobile, and it makes us all completely dependent on them for every trip in our lives. Cars come first, and people are accommodated as an afterthought. What we need is street design fully dominated by people (walking and rolling), that elegantly accommodates cars. This means traffic calming and street design speeds of 20mph or less. Areas of high access and complexity must have street design that slows cars down to these speeds, or else they're too dangerous to actually expect regular people to want to walk or bike anywhere. Provo street speeds are too dangerous for parents to let their kids walk to school, or for people to consider an e-bike for their morning commute. The funny thing about slowing cars down to 20mph or less and giving those who want the alternatives the best experience possible, is that traffic congestion is actually reduced AND the driving experience is better. I did an experiment where I drove up and down a 1 mile stretch of University Avenue downtown 100 times throughout all hours of the day, and found out that despite the 35mph speed limit, the traffic and stoplights slow down travel times so much that the average speed for each trip was only 14.87mph. Counterintuitively, if we make our streets safe for those who want to walk, bike, scooter, etc., we get less traffic congestion and vehicle trips are done faster despite the slower top speed.</p> <p>The current system is, in my opinion, at best, a transition period between a car-dependent built environment, and a built environment where residents have robust and safe transportation options.</p> <p>Because of the above reasons, I believe that if UVX goes paid at this crucial moment in time, it won't be able to actually benefit our community. This decision cannot go through. UTA cannot expect people to pay for an incomplete transit system that arrives at spaces dedicated to driving, not people on foot, can it?</p> |
| 911 | <p>I believe UVX should remain fare-free. The fare won't come close to offsetting the cost and will discourage further use. Public transportation has lots of positive externalities that when considered make the cost of operating free transit less than what is on paper. A better solution to offset the cost of public transportation would be more paid parking or toll roads which would in turn encourage more use of safer and more efficient public transportation.</p> |
| 912 | <p>I feel that this would not be beneficial to the community in the long run. One of the things that I enjoy most about UVX is the fact that it's free. It helps me (a college student) with limited funds to be able to get to school and around Orem/Provo. By charging regular fare, I feel that it would drive a lot of business away especially among the student population.</p> |
| 913 | <p>The price change on frontrunner is significant four those if it's who only ride it a few stops. Also, I often only need to ride one way, meeting my husband somewhere, so the elimination of a one way fare doubles my fare to ride.</p> <p>I am not a commuter. I am riding to teach my disabled son to ride public transportation so I am paying his fare and mine every time I ride.</p> |
| 914 | <p>I strongly recommend you don't start charging. A lot of people use the uvx on a regular basis and having it be free is at least a small relief in the current economy. Starting to charge for it is going to put even more strain on some people, including myself, when its already difficult just to make ends meet, I'd say especially for the college crowd. You're going to receive push back, you're going to lose passengers, and it's just going to encourage even more cars on the road and pollution when there's already an unsustainable amount of that as is. Don't start charging.</p> |
| 915 | <p>I appreciate any and all efforts to make public transportation more affordable and accessible. I have 4 kiddos who rely on UTA and their schools do not provide passes so any reduction in cost for them is great.</p> |
| 916 | <p>Doesn't seem too dramatic, no comment. Thanks for all your work!</p> |

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| 917 | <p>Hello, UTA team! Wanted to offer a suggestion for the upcoming changes for UVX. I have appreciated the free fare for the last several years and I understand the need for funding maintenance which is important. My one concern is the access for k-12 kids, I see them using the UVX a lot to be able to get around town and having them pay worries me that it will cut off access for them or strongly discourage form using it, it's also a great way to get them to be fans of public transit when they grow up.</p> <p>So in summary, do the changes to get more funding for the UVX but keep it free for K-12.</p> |
| 918 | <p>Having UVX in Provo be free has mightily benefited the community. UTA has pointed out most riders are subsidized students—and I'm still waiting for the point? Most riders are already paid for, why are we eager to charge a fare?</p> <p>Additionally, UVX has dramatically hampered Central Provo's once smooth traffic flow and dramatically cut down on left turns into Provo's densest neighborhood. Do we want to encourage more bad traffic? The University Ave left turns at 700 N and 500 N back up traffic constantly during the afternoon and creates bad traffic solely due to poor urban design. Additionally, severing the Joaquin neighborhood by barricading north-south crossings at 700 N has forced people to collectors like University. And the bad traffic cycle goes on and on.</p> <p>I don't understand how charging a fare would be a win for anyone. It makes bad traffic worse. Most riders are already paid for, what's the rush? For the significant disruption and sacrifices Provo residents put up with, a free buss is important for keeping public goodwill. In my conversations at community meetings, the public goodwill is on thin ice. Investing in free fares is an investment in the community, in quality of life, and in positive public perception. I urge UTA to continue to keep UVX free.</p> |
| 919 | <p>those who cannot afford a personal car have a right to the city. I and many others riding the UTA because I can afford to. Without these farless rides, I would not be able to live where I do (in cheap housing across the city) , work at my current job, or receive my education simply because the distance is too great and I would not be physically able to make it to my daily appointments on time. This city is simply not walkable ESPECIALLY during our infamously brutal winters. Which leaves those who are not fortunate to own their own vehicle numb and ill from constant exposure to the harsh weather. Not to mention our scalding summers that already leave me exhausted and burned which only adds to the list of draining items on my busy agenda. When a city with this extreme of weather has been designed with essential resources spread out as far as they have been, in complete disregard of the pedestrians, we are owed a way to compensate free of charge as we are free of fault.</p> |
| 920 | <p>More frequent service for 248 morning and afternoons for accommodating school times. Every hour doesn't cut it.</p> |
| 921 | <p>I do not really have the money to afford constantly having to pay for the bus as I'm a college student, and I know many others feel the same way (both those in college and those not).</p> |
| 922 | <p>I ride the uvu line daily. It is essential for my transportation to school and work. This resource allows me to be an asset to my community.</p> |
| 923 | <p>You dumb motherf****rs.</p> |
| 924 | <p>This is a terrible idea.</p> |

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| 925 | <p>I agree with several of the proposed changes, the exception being the end of zero fare for UVX. There are countless young people who depend on this source of transportation for participation in Utah Valley's arts and culture scene, especially music events, in addition to other economic sectors. Many would be prohibited by cost alone from continued participation. There are yet many other citizens who rely on this particular circuit as the most efficient means of transportation to and from work and other destinations. All of these activities have a far more profound effect on the general local economy than whether every rider pays to ride a particular bus route. If there is concern over fiscal viability if the current fare schedule, then it makes far more sense to raise taxes on the highest 1-10% of earners in the county to finance it as vital infrastructure rather than further burden the bottom 90%, many of whom are frequently obliged to choose between paying rent or buying food. Again, the ability to get from place to place is a public good and should be considered vital infrastructure. It is NOT a luxury. Owning multiple cars is a luxury.</p> <p>It should be noted that Albuquerque eliminated bus fares entirely and actually saved money. It can be done and is easily within reach. It's only a question of our values and priorities.</p> |
| 926 | I don't think the changes should happen. |
| 927 | Please do not end the Zero Fare program for UVX. In November of 2023 my car broke down and it was in the shop until February of 2024. For 3 months straight my only form of transportation was UVX and walking because I am a Social Security recipient and don't have funds for other transportation. UVX got me to work for 3 months while my car was broken, and I would not have been able to ride if the bus wasn't free. |
| 928 | Please do not end Zero Fare for UVX. My fiance works in Magna and I do not have my own vehicle. I regularly use the UVX bus routes when he is at work. |
| 929 | I worry a bit about UVX, its scheduling and timing and riders with a fare change. If it has to happen I understand. I use my BYU card to do so. But I worry about those elderly who I see using it that would add another expense for them. |
| 930 | I think I would stop riding the uvx. I ride it at least once a day because I don't have a car. People who ride the uvx ride it because their budgets are tight and need the free public transportation. DONT CHARGE. |
| 931 | UVX is vital to reducing traffic and allowing for commutes to school for me and thousands of UVU and BYU students. I would have to drive every day during rush hour to school, and I would not have easy access to the train to see my family. |
| 932 | I support the changes, especially the adjustments to the FAREPAY program. I think it would benefit those who use UTA's services on a daily basis to commute and encourage more people to utilize the services, eliminating some traffic on the roads and increasing popularity of using public transportation. |
| 933 | I am not in support of the change. I am a full-time college student who also works full-time. I use the bus to get home every night as well as to get to work and school, I think the fare will discourage people from riding. I think maybe having an option to get a pass would help. A one-time 20-30 dollar yearly pass rather than paying 2.5 every ride, will add up too fast. |
| 934 | I think uvx should be kept free because it is so useful to so many people. Keeping it free would be one step closer to a more efficient and productive society. I feel charging people for efficient travel is a hindrance to economic growth. |
| 935 | I don't believe there should be a fare on UVX services. Research in many places has shown that it is more costly to handle those who don't pay the fare when they are meant to then to simply not have a fare at all. This would also negatively impact low-income individuals who use the services for day to day life. The UVX is a wonderful resource as long as it remains FREE. |
| 936 | The Frontrunner needs an affordable monthly pass for commuters. It cost less in gas then the only monthly option for the frontrunner, the monthly premium pass. Why is there not an option similar to the local monthly pass for just the frontrunner? |
| 937 | Please don't attach a fare to riding the bus. As a college student, I use the bus to get to and from campus as a way to avoid paying for the ridiculous campus parking. Adding a fare to riding the bus might limit me and other college students who are tight on money as is. |
| 938 | Raising prices to \$2 to ride the UTA would be hard for me as a college student. I take the bus to school every day and it has been a really great benefit for me. With paying for tuition, food, and housing, adding more costs on top of that are difficult to manage. |

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| 939 | It's messed up to offer a free shuttle service then go back on your word years later and start charging a fare to use the shuttle. Either create the service and charge a fare always or if you make it free it should always be free. Many people rely on it for transportation to school/work so it would hurt the riders financially by not giving them a free service, like they were initially told, and they would lose more money each month. Times are already hard enough financially for most of the people using the service and this proposed fare would increase the financial burden for the people using UVX. Be prepared for fewer people using the UVX if you begin to charge a fare in August. |
| 940 | I use UVX at least 3 times a week, sometimes more, to shorten my bike commute. That hill into Orem is so steep! |
| 941 | I do not agree with the changes. The UVX should remain free so it can be more accessible to those who use it regularly. I myself am a student and I appreciate the free ride as it helps me have less expenses. |
| 942 | By making UVX cost money, you are removing a service that allows accessibility to a large bit of Provo and Orem for the disabled and unhoused. I feel this will ultimately be a deficit to the community. |
| 943 | I understand the reasons for charging fare on UVX, but without proper ways for people to buy fare with cash or without a mobile device it is a regressive and harmful change. Please consider extending free UVX service beyond this change day, at least to come up with a solution that does not deter riders or put those who need transit the most in legal trouble. |
| 944 | I do not appreciate this change. Having the benefits for college students that you do now is extremely helpful. By creating a charge, it would discourage the use of the public transport. It would probably lead to a decrease in the use of public transport and make it no longer useful. |
| 945 | Fronrunner needs to run on Sundays but I guess it's a Mormon thing God forbid we do anything that interrupts the mormons resting and relaxation day and fake serving of God and the fake fairytale book of Mormon |
| 946 | Instead of doing a Fare Cap per week, it would be better to do it per month. UVX is not ready to implement a fare charge, do a two (2) year education period with little to no enforcement, and then, once TVMs and the education campaign is completed, begin a gradual implementation, \$1.00 for the first year, and full fare for the second. |
| 947 | I don't mind the proposed change to UVX as long as student passes would count as fare. UVX has helped me so much with costs since I began using it and lessens my anxieties about parking close to UVU and paying for it as well. I understand most people who ride UVX are students, so not a lot of people would actually be paying to take UVX (if student IDs are fare). However, the route UVX takes crosses a multitude of business plazas and most likely benefits those who aren't students but are trying to save money in this very expensive world. I would like to see a pay increase for those who drive UVX if the fare change does happen! They are some of the nicest drivers I've ever met and deserve recognition!! Also, the UVX schedule is amazing! UTA should try to make fronrunner schedule accessible with trains every 30 minutes instead of every hour ending at midnight. |
| 948 | I love the idea of the fare cap for FAREPAY card users! I much prefer that over the discount FAREPAY gave previously. Regarding UVX, my only concern there is if the new fare requirement would decrease ridership and therefore cause UTA to decrease bus frequency. The whole reason I love UVX is how frequently the busses run - so, if that frequency was decreased as a result of lower ridership due to fares, I would be frustrated. But, as long as there were a promise to keep the frequency as-is, I wouldn't have a problem with the new fare! |
| 949 | Are students still free? |
| 950 | Keep UVX free!!!! It keeps traffic wayyy down and makes things easier for students living farther from UVU and BYU campuses |
| 951 | Charging a fare often doesn't generate profit due to the additional expenses involved with the effort of making the change and enforcing it, along with turning away riders. Zero fare is an excellent system for the quality of life of its riders and a great step to combat the car culture of Utah that leads to air quality nightmares in urban areas. |

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| 952 | Keep the UVX busses free please! I use them nearly every day and so do so many of my friends and family members. We can use them and get around so much easier because there's no price tag for a ticket. Everything costs money these days, don't let those busses be one of them. |
| 953 | this will discourage college students to take the bus |
| 954 | My friends all use the uvx to get home don't make us pay to go on it! |
| 955 | Please don't charge \$2.50. I take the bus to get to work and school every day and it has been the best thing ever to not have to worry about fare. |
| 956 | I use UVX weekly as I commute to school. BYU has limited parking which makes it hard to commute to school. UVX is a viable option that is convenient, safe, and prompt. It makes winter travel safer as we avoid the driving in the snow. Keep UVX free! |
| 957 | Personally I use UTA services as a student at UVU, with the UVX being a bus I ride almost every weekday and the front runner at least a couple times per week. I think I saw that the fare won't change for university students, but I can understand how the UVX fare raising would be upsetting for people who rely on this being subsidized. |
| 958 | To change from a free-fare format to a paid-fare format feels predatory on some level. There are already paid bussing services for Provo/Orem, so this feels like an unnecessary change, and it shouldn't be implemented. |
| 959 | <p>The FAREPAY card changes are a great way to encourage people to become regular riders.</p> <p>For the Reduced Fare Program, I support the changes so long as the UTA bus system will benefit more from increased ridership than by the funds from fares. People are more likely to use public transit as it becomes more widespread, not just due to fare changes. Therefore, I think the increase in Reduced Fare eligibility could be beneficial, so long as it will increase use of public transit more than expanding bus service and making it more regular would.</p> <p>I also support the end of the Zero Fare program, so long as those riders are still eligible for Reduced Fares.</p> <p>Lastly, I am in favor of maintaining current frequency if increased frequency is not a viable option. I do not want frequencies to be decreased and would prefer increases but support maintaining current bus frequencies if that is not an option. I also support eliminating Route 606 as long as it is covered adequately by the other bus routes.</p> |
| 960 | I do not think the changes are good to the student body at both byu and uvu....personally I think you would get more people sneaking and it would cost you more to make sure that people are actually paying. |
| 961 | Really against charging for the UVX. Provo is a small area, and most of those that ride UVX only ride it for a couple stops, for just minutes, for example going from south BYU campus to North campus. Charging for this seems unnecessary. The UVX is especially popular on football gamedays as parking is extremely difficult around BYU campus. In addition to students, many Provo locals use the UVX as well as it conveniently hits all the main areas of Provo. Charging for this would significantly impact people's willingness to ride, would cause even greater parking issues in Provo (which are already severe) from more people driving instead of riding the bus, and have a significant negative impact on the Provo community. |
| 962 | The bus should be free. Many college students and people unable to have a car or don't have much money take the bus as their main mode of transportation. This would lessen the want to travel through the bus system because of the prices. Although cheap it can add up quickly for someone that takes the bus frequently. |
| 963 | DON'T CHARGE PEOPLE!!!! |
| 964 | N/a |
| 965 | I ride UVX a couple times a week. The totally free model was great, and was going to change inevitably. It might not be my first choice any more, but I will probably still ride it if the very frequently-running schedule remains the same. |

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| 966 | <p>I think it's a bad idea to end free fare on UVX. It's such a boon to the area, and if only 10% will be forced to pay anyways it's just going to reduce ridership and alienate non-students from public transportation.</p> <p>Also, there should be a bus added to 800 N. I want to take the bus to vineyard station from my home on 800 but there isn't a connection.</p> |
| 967 | <p>One of the proposed changes is amending uvx in Orem and Provo so people have to pay for it. I live in West Jordan, and I usually take the front runner to uvu Monday through Friday, and when I want to get around town I'll have to take busses. If this proposal passes, I wouldn't take the bus, I'd just drive, but that hurts me either way as a passenger</p> |
| 968 | <p>I regularly commute from Davis County to Provo and the no fare use of UVX has been great and helps me out financially. I'm hoping this policy will stay past August.</p> |
| 969 | <p>Please don't make this change, there are so many of us that depend on the free transportation.</p> |
| 970 | <p>I ride the bus to and from work Monday through Friday, so two rides a day, five days a week. Does the change of capping it at \$20 a week mean that come Friday, my two rides would essentially be free because I met the \$20 cap on Thursday?</p> |
| 971 | <p>Please don't add a fare to the UVX. I've done my fair share of paying for tickets for lines such as the 850, 831, and 834. And as a BYU grad, I am currently using the uvx to maintain an I come and get to work to support paying off my student loans. The UVX allows me to not have a car and contribute to the pollution that continues to make our air quality one of the worst in the world. I implore you to keep the fare for the UVX free as I will completely have to stop using said line, as will many others that rely on its frequency and zero fare.</p> |
| 972 | <p>Part of the convenience of having a farepay card is the slight discount. If there's no discount, there's less reason to use it and it wouldn't encourage usage over cash pay as much.</p> |
| 973 | <p>I don't think this should go through because a lot of users are students and many people don't have jobs or cars and take the bus because it's free and convenient.</p> |
| 974 | <p>I think things are already too expensive in Utah county right now. This is one of the reasons I have to take UVX. Adding another expense is a little overwhelming even if it doesn't seem like a lot to others.</p> |
| 975 | <p>This change will significantly decrease the amount of people who use the UVX and will make life harder for students, workers, and unhoused people. Paying will not only be a financial burden for community members but will make the buses less efficient and increase boarding times. Please don't implement these changes! UVX is such an asset to the Provo/Orem area and I hope to be able to continue using it.</p> |
| 976 | <p>I don't have a car so this is my primary mode of transportation. I thought we cared about the environment here?!?</p> |
| 977 | <p>Sometimes I am incapable of driving or can't afford gas, and don't want to not be able to afford the bus, either.</p> |
| 978 | <p>I am a student at UVU, with no car. The bus is my transportation and as a student I don't make enough money to buy fares, especially when the summer time comes around and my tuition doesn't cover my fare. This would impact my commute to school very badly, please consider all of the students this would impact; BYU, UVU, high schoolers, etc.</p> |
| 979 | <p>Most of the changes seem very positive and I'm happy to see them. However, the UVX should remain free. It's become Provo/Orem's version of SLC's green zone. So many people use this line to get where they need to go. It connects Provo with major shopping areas in Orem and takes cars off the road. My kids (young adults) use this line to get to work. It's a vital part of Provo/Orem's public transportation and should remain free.</p> |
| 980 | <p>This is not listed on the August change list, but I would like to see route 35 times moved up 7 to 10 minutes. It kind of stinks that you see TRAX leave the WVC Central station just as the bus arrives. It makes my day a lot longer because of having to wait 15 minutes for the next train. Coming home has the same problem. I have to wait for the bus about 10 minutes after arriving on TRAX. Thank you for listening.</p> |
| 981 | <p>Don't add a charge to UVX!</p> |

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| 982 | Ending zero-fare on the UVX would be detrimental to ridership. Many impoverished students and others rely on this service to commute daily and commutes would be made infeasible by even a marginal fare. This would lead to more cars on the road and increased congestion and a worse experience for everyone. A fare on this route would also leave no distinction between the UVX and a normal UTA bus route, and would make the infrastructure put in place specifically for the UVX unjustifiable, especially given the increased congestion that will be caused. In no uncertain terms, ending zero fare on the UVX will be a disaster both for drivers and for riders. |
| 983 | Why shut down the bus service to Alta? Seems like a couple of early buses like at 7:30 or 8 would bring employees and skiers up and a 5: or 5:30 would be able to take employees and skiers down. Also ideally this bus route would allow for down canyon riders in the AM. At this time the busses come up however can disallow down canyon riders on the early busses. Strange to have an empty bus going down when riders who finish graveyard shifts or need to get out of Alta / Snowbird to go to work or school down canyon are disallowed to ride?? |
| 984 | I was wondering what happened to the old carts and why isn't there more carts on the front runner during rush hours? Also, wondering why the UVX will cost money now? It was a very convenient way to get around because it provided a free option for those who can't get onto the other buses. Thank you guys for all you do! I appreciate UTA so much. Public transportation has been good and easy to use I'm very grateful. |
| 985 | the introduction of fare on UVX route will significantly negatively impact my ability to connect with my community, reduce the frequency in which I travel to stores, limit my ability to find employment, and generally reduce my ability to participate in the economy and society |
| 986 | Make all public transit free! |
| 987 | At the very least it should not increase to \$2.50! The people who ride this bus are usually people who don't have a car. Adding another cost is crazy. Terrible idea. |
| 988 | No. Just no. Don't do it. Don't you dare do it. |
| 989 | <p>As someone who rides the bus daily and knows others who do, having free public transit is a major benefit. The lowest income earners tend to be those who use public transit most frequently, and also those who rely most heavily on having a low cost option to get to and from work, school and the grocery store. If only 10-15% of riders have to pay the fare, it doesn't seem highly beneficial to increase it. I know that I will likely still get free fare by being a student, I'm submitting this on behalf of my friends and family who won't and rely on public transit. I would be less likely to use public transit with friends or even recommend it if I knew they would have to pay a use charge. Clean air is also important and public transit leads to less emissions, however one of the biggest benefits of public transit is the low cost--if someone has a car and also the option for a free ride, a free ride seems like a good cost saving strategy. I take the bus for a low cost option, pay per use would be more expensive than the few minute ride to school each day, and I would likely not use the bus anymore if I had to pay, and I'm guessing I'm not the only one, I would prefer to save money and I will drive if it saves money as well as time, since the bus is slower than driving.</p> <p>Not every family has the means to pay for transit daily, and raising costs, unless there was a way to get free fare passes for low income I believe is unethical. Many wonderful cities like New York have free public transit which is delightful for those who visit. If I'm paying fare, I would expect major upgrades like busses that don't sound like they will break in half when they go around corners, and drivers who don't close doors before slower and disabled people have managed to step off the bus.</p> |

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| 990 | I am strongly against charging fares on the UVX line. The line's primary users are BYU and UVU students who would not need to pay anyway, meaning the fare is really being applied on a handful of commuters to the Frontrunner and lower income individuals. The bus stations are set up in a way where, for many stations, you could very easily get on the bus without even seeing a tap station (such as the Provo bound BYU South Campus bus shelter). Also, what enforcement mechanism would there be? I assume this would be mostly on the honor system with zero way to verify if someone tapped as the tap stations are at the stops. If someone (or many people) at a stop needed to pay in cash, what would happen then, as the UVX isn't set up to receive cash payments? Or will cash be disallowed and more low income individuals will effectively be prohibited from using the UVX, potentially their way to work or groceries? The fact that something needs to happen because the free fare funding has ended from the legislature makes sense, but the UVX was designed with free fares in mind, making it a major negative to ridership to charge, for an absolute minuscule amount of fare money. |
| 991 | Please don't. I already have to pay taxes. |
| 992 | Our tax money should pay for this. |
| 993 | You need to change the app you use. It is complete an utter trash for planning or figuring out where you need to be. The old app was WAY better. |
| 994 | Do not require a fare. We should be promoting public transportation use not making it inaccessible. So many people rely on the uvx to get where they need to be. |
| 995 | I don't think charges should be applied to students of uvu and byu, as this bus line is a vital pipeline for getting to school. Please contact the universities to see if they will help cover the cost of these riders. |
| 996 | First off, I believe there is a typo in the proposed eligibility income table. It says the cap is \$30,12. income for a one person household when I'm guessing it's supposed to be \$30,120. I use a BYU card so I don't have much to say about reduced rates or Farepay, since I don't have experience with them. However, I would prefer to keep UVX free. Having a free, frequent bus line connecting orem and provo is incredibly useful. Utah county has a very good public transport system thanks to UTA, but I worry that putting fare on a bus line that has been free since the beginning will dissuade people from using the bus, meaning less support and motivation for public transit overall. I am aware that maintenance fees need to come from somewhere; I'm not sure how connected UTA is to the state government or tax money, but if possible I'd honestly rather pay taxes upfront for public transit maintenance than have to worry about fare on the UVX/tapping on and off with my BYU card. |
| 997 | I like riding the UVX bus because it's free if I had to pay I don't know what I would do because I already have a lot of expenses. If this did happen do UVU and BYU students get to ride for free using their student ID? |
| 998 | I think this is the dumbest s**t that I've ever seen in my life. Keep it free see voo play. |
| 999 | Please keep it free especially for students. Having a free bus system will encourage more people to take buses and use the bus system which will, in turn, keep more people off the roads to make a safer community for everybody. |
| 1000 | All the proposed changes sound nice except for the UVX change. I'm curious why now a free service is proposed to have a fee now. Even if it isn't, the regular fare of 2.50\$ would match it with other buses who have even less of a consistent schedule. |
| 1001 | I think that the 39 needs to increase frequency from every 30 minutes to every 15 minute because the bus becomes crowded with people trying to catch the one bus |
| 1002 | By charging a fair for the UVX, you'd be taking away an essential public service, and by making public transit less accessible, you're indirectly contributing to carbon emissions |
| 1003 | The free bus service in Provo/Orem saved my butt and enabled me to leave what otherwise would have been a very small geographic location I'd be limited to and enabled my access to grocery stores. So please don't take away that free service |

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| 1004 | I'd love to see the 218 route run more frequently. I'm curious whether the UTA On Demand service is a viable alternative to the 218, especially the southern-most part of it's route. I haven't tried the On Demand service because my phone won't install the app, but I look forward to trying it out as soon as I can update my phone. |
| 1005 | I ride the UVX everyday for school as do many other students. If the UVX buses were no longer free that would make my life more financially stressful with schooling and be a hardship on many others. I rely on this form of free transportation do get me where I need to go because I don't have a car. |
| 1006 | I feel as though these are rather inconsequential changes for me. What would make a difference to thousands would be front runner on sunday! please!!!! even if it's just a limited schedule! |
| 1007 | I rely on the UVX line to go to work and i and many others who rely on it can't afford to pay to ride every day, especially when it doesnt run on Sundays and i cant rely on UTA services at all. |
| 1008 | Please do not charge fares on the UVX. It's the only way someone like me can travel. |
| 1009 | If they start charging fair I won't be able to ride the buss as much and would end up spending more on gas and car insurance, while also trying to pay rent and tuition. So I think this change would suck |
| 1010 | Add a bus or van from 32 west to redwood on 41 |
| 1011 | Ultimately, my life is made much easier being able to ride free with the UVX. As is I already pay to ride the 831 multiple days a week. If there is a transfer system that would be acceptable. |
| 1012 | I'm a single mother working 2 jobs and going to school part time. I'm sky-high in student loans and currently struggle to make ends meet. I ride UVX to school and adding a charge to this would make the struggle that much harder. Please keep it the fares free or as low as possible 🙏🙏🙏 thanks |
| 1013 | PLEASE KEEP UVX FREE! |
| 1014 | I oppose it solely because I think it's unnecessary. I need it to get to work everyday and if I had to pay everyday I simply wouldn't be able to afford it. |
| 1015 | I am against the charging of fares for the UVX bus system. As someone who is currently unemployed and does not have a car, having a free public transportation system has meant so much and made things a lot easier during periods of financial difficulty. Having to pay a fare would negatively impact my ability to get around and be a bigger burden on the community, especially to those who have a lower income. |
| 1016 | Frequency of route 223 should be increased to every 30 minutes instead of every hour |
| 1017 | Good idea. It'd save money in terms of having to reload the FarePay card |
| 1018 | I am opposed to a price increase |
| 1019 | So, UTA On Demand Will Be Expanded To Northern Utah County (American Fork, Lehi, Highland, Alpine, & Pleasant Grove) |
| 1020 | I'm disappointed in y'all everytime a change day comes and there's no service to connect with Logan Utah and Cache Valley Transit |
| 1021 | I think it's a benefit that it's not so expensive, since it's the means of transport for so many students and people who don't have a car. |
| 1022 | I would love for there to be a maximum limit on how much we pay per day!! |
| 1023 | The changes to the FAREPAY card and reduce fare riders are extremely helpful. Including flex buses and the Fronrunner for those with a medical transit card would help patients who have appointments outside the county they live in, like from Salt Lake to Davis, either get to them entirely and/or significantly reduce their travel time. |
| 1024 | Please extend the line to Logan, or at least until Brigham city. I use the front runner every time I go home to salt lake but I have to drive to Ogden and it makes it so much harder |
| 1025 | Trax needs to run past midnight. At a minimum on the weekends until 2. |
| 1026 | You need to bring back, Max, You used , Covid too to Cut Ridership, Or you need to push TRAX ,To Magna. |

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| 1027 | there are a lot of people like me riding the UVX because of the lack of fare, adding one onto it would seriously be detrimental to my financial status seeing as i use it at least every other day. |
| 1028 | Please do not charge money on UVX |
| 1029 | Please do not add increased fares. For students who have now graduated it is a significant final cost to add. |
| 1030 | Public transit is set up the way it is for a reason no reason to start charging people to ride |
| 1031 | Please don't do it. I won't ride the bus if you do. Hundreds of my brothers and sisters rely on this free service, and it's a great boon to the student community at BYU and surrounding educational institutions. Money is tight for many people and this would be a big hit to myself and many people who make use of the bus regularly. If a fee is necessary, please at least make it possible for students to ride for significantly less or to purchase a once a year pass at a discount, for example. |
| 1032 | The proposal needs to be shut down. This would negatively impact thousands of students and civilians. |
| 1033 | I ride the UVX bus every day to get to work and the reason why is because it's free so I don't have to drive. If I have to pay 2.50 I'll just drive. |
| 1034 | Adding a fare to the bus would negatively impact the lower income members of our community. It should continue to be free of charge as it provides a great, low cost, reliable method of transportation for everyone in the community who needs it. |
| 1035 | Unless you are lowering the price, stick it in your cupcake you feckless, corrupt, nonsense peddling halfwits. |
| 1036 | I think that it is a bad idea to charge money on the uvx becas there are homeless and people without money that could no longer ride the bus if the were charged fare to get on. |
| 1037 | No change to the Fronrunner schedule on weekends and start Sunday service. |
| 1038 | DO NOT ADD FARE TO UVX!! |
| 1039 | NO to adding a fare to the UVX bus line. The UVX being free is a giant relief to the people in Provo and Utah who need to go to work and don't have other, cheaper, reliable transport. Adding a fare to this line would detrimentally impact many people!! |
| 1040 | Getting rid of the free rides affects many people in the community negatively. Public transit should be a service, not a product to be sold. |
| 1041 | My friends and I heavily rely on buses for transportation and it would add to our daily expense drastically and burden our life if fare started to be applied to buses. |
| 1042 | Adding a fare to the UVX will absolutely destroy how that bus functions. The point is that it's a quick mode of transportation, and it's largely used by students. The bus itself does not have a fare box, so they would either need to be installed or you would have to somehow limit it to only passengers with tap cards to use the readers at each station. However, there would be no way for us to verify who did or did not tap their card at the station. It doesn't make any sense in the long run. |
| 1043 | Keep the uvx free! It'll make transport a lot harder for post grad students in Provo! |
| 1044 | I think that anything you can do to encourage regular ridership is beneficial. Lowering the price of monthly unlimited fair cards is a good place to start. |
| 1045 | Please keep UVX free, I and my husband use it so much more because it is free. I teach my teenagers to use it and excitation then to use it frequently because it is free. It makes UVX so much more accessible being free. I take my younger kids for a fun outing. If we had to pay we would use it so much less. |
| 1046 | Please don't add a fare to ride!! The bus is so helpful and will create a financial challenge if it has a cost to ride. |
| 1047 | Don't add a fee to ride the bus. We rely on it and can't use it so much if it costs. |
| 1048 | Would impact a major group of my friends being able to get to school and home |

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| 1049 | Keep it free! People depend on this. It's one of the things that makes The Valley great. |
| 1050 | <p>UTA needs to offer Sunday front runner service & Run front runner, the light rail system, & certain bus routes throughout the entire system on the last three remaining days that UTA does not currently run services, Christmas, Thanksgiving, and New Year's Day UTA needs to offer later and earlier service from Salt Lake City to Park city all year round plus UTA needs to offer more frequent ski bus service during ski season, but UTA needs to offer ski buses to the resorts in the summertime as well because there are summertime activities at some of these resorts. UTA needs to get rid of the block, the older light rail, trains, and go completely low floor. UTA needs to expand the front runner service from OGDEN to Logan as well as from PROVO to Nephi where then there would be two additional lines going south from Nephi. 1 of them would go from Nephi all the way down to St. George and then from St. George hitting other towns all the way into Las Vegas, then from Las Vegas to downtown San Diego. The other line would go from Nephi, who is the other town's hitting Salina, Utah and continuing on hitting other towns until it reaches Moab and ends right up to the four corners monument. Then UTA needs to have another line go from , the border of Wendover, Nevada and Utah all the way through downtown Salt Lake City and up to Park city and over to Grand Junction Colorado. UTA needs to run some additional light rail and street cars lines and one of those would go from the main light rail TRAX line and it would go north on Main Street but once it reaches South Temple instead of turning the left and going west this line would turn right and go east on South Temple until it reach State Street then it will turn north and head north on State Street, but it wouldn't go up the hill it would go through a tunnel in the middle of the road taking people underground to the capital and serving the avenues. There would be at least a minimum of two or more elevators going from the light rail stations up to the surface, such as inside and outside of the capital and then throughout the avenues, there would be a few different rhymes going underground with some of them ending up at the university of Utah, but below ground. There are more things that I don't know if I can think of it at the moment that UTA needs to do to better the service.</p> |
| 1051 | Do not charge those living in Provo for UVX. I am a graduated student and can't afford to keep paying for bus fare |
| 1052 | I take the bus everyday to byu campus and every week to get groceries. It would be a huge financial inconvenience to have to pay for it:(|
| 1053 | <p>Honestly, the fact that not only fare pricing would go up, but those of us would lose benefits to having a UTA card makes my stomach drop with anxiety. What's the point of having a UTA Farepay card at that point if it's just going to be the same price as buying a ticket with cash/on the app? And suddenly removing the ability to having a free ride for multiple people in the college communities of Provo and Orem is extremely stressful to them, not to mention it feels a bit underhanded to go from a completely free ride to regular fare now. Many of us in America want public transit systems to become better, not worse. If you're looking for a system to model yours after, may I recommend the European models, and how efficient they are in comparison to us here in the states. I've been riding the UTA system for 8 years, and it saddens me to see it go downhill.</p> <p>I hope you take all of the comments that you've been receiving to heart, and actually listen to your community, and the people who rely upon the system to get where they need to go on a regular basis, instead of pretending you care, then pulling out the rug from underneath us as you go.</p> |
| 1054 | I recommend senior citizens age 62 and older be allowed to pay the reduced fare. I think the proposed FAREPAY Card changes are a great idea. |
| 1055 | I would be so upset if they added a payment to the bus! I use it almost everyday and I think the fact that it's free encourages other people to use it, thus making less people use cars! It's better for the environment and it's better for people who don't make as much money. |

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| 1056 | <p>Every member of my house rides the bus daily or close to daily 6 or more days a week on average or five people. Switch after 48 does not run later and that no buses run in the middle of the night with our 22 year old gets off work so if he has to walk the two miles or house at 1:00 or 2:00 in the morning the buses running earlier in the morning would be nice with a easier front runner catch at Murray Central our teenager currently with Mom's help takes be 47 to Murray Central the FrontRunner to woods Cross and on demand to his more on demand in the north Salt Lake woods Cross area we frequently have to wait in upwards of 20 to 40 minutes for an on-demand to pick us up which frequently makes us miss our FrontRunner connection or to miss him getting to school on time. If the 47 where to go back to every 15 minutes on weekdays and every hour half hour on weekends it would be better for us as well as a better connection for the 217 as we go up to 5400 South and redwood road more often so a better connection with the f556 maybe if it ran more often that would help us get along 5600 West better. Also sometimes the transit app closes in the middle of our trip which doesn't help other riders out in the process of us getting to where we're going.</p> |
| 1057 | <p>Please don't get rid of the Zero Fare program for UVX, that is such a valuable program for the vulnerable in our community. If only 10-15% of riders would be affected, is that really worth it? Don't prevent those who need the bus the most from riding it.</p> |
| 1058 | <p>Bad idea, no more students will ride</p> |
| 1059 | <p>I am nervous about the change for the UVX. I'm a school teacher of children with intellectual disabilities and we get out into the community weekly. We love these adventures and many of my students have learned how to safely use public transportation. It's been an amazing experience!</p> <p>Luckily, just this school year, we've been given the opportunity to get some training passes, so this change won't currently affect us. Before we had these training passes in previous years, we would pay for our students when they used anything other than the UVX. If this proposal would have been implemented before we obtained the training passes, this would have really affected our community outings. So THANK you, especially to Doraleen Taulanga, for offering these training passes!!!</p> <p>Now, having said all this, since I live near a UVX station and I've become familiar in how to use the UVX with my students, I often find opportunities to use the UVX for personal use, but with these proposed changes in August, I will probably discontinue using the UVX for personal uses and just drive when I would have normally taken the UVX. I hope it can continue to be free, but I also understand that you'll need to do what's best to cover operating costs. Thanks for reading my comment.</p> |
| 1060 | <p>As a college student, I already have a lot of financial stress and being able to take the UVX free of charge, to go to the temple and go to the grocery store, is one less stressor in my life. I understand the need behind the UVX charge change, but as it is not an option for some people to bring a car to college, especially more difficult because BYU has very minimal parking, the UVX has been extremely helpful.</p> |
| 1061 | <p>I dislike the idea of sunseting the free service on the UVX line. It is incredibly useful for families and visitors, both populations that are unlikely to have a college pass. If payment is necessary, it should be easy and accessible to everyone. I hate having to download a new app (and agreeing to its terms and conditions and privacy violations) in order to access basic public services. My husband does not even have a phone, so he would not be able to use an app.</p> <p>I recently traveled to London, where I spent a week riding public transportation (Underground, Overground, buses, and trains). In addition to their Oyster card (which was easy to get and reload at every station), the card readers also accepted regular credit cards. So if a person did not have an Oyster card (or left it at the hotel), they could use a credit card to swipe in at the entry station, and then swipe out upon exit, with the appropriate charge. I don't know how hard or expensive it is to use this technology, but it was very convenient. I would much prefer this to an app, or to additional in-person enforcement.</p> |

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| 1062 | As a student and post graduation, UVX being fare-free was a huge benefit for me as Provo is congested and lacks parking support for the population of people who live there. UVX always meant I had a safe, reliable, and free way to get home, to get to work, and to class. It meant I never had to worry about rides to the train station and made getting around Provo incredibly accessible in a way that traditional UTA buses have yet to replicate. This is especially true post graduation when my student discount no longer applied—I was still able to rely on UVX to get around. The ability to be able to show up to a UVX station after an unexpected change of plans and not have to worry about wait times, fare, or route, provided relief from the anxiety of trying to get around Provo via traditional transportation methods. I felt so much peace knowing I always had a way home, no matter my circumstance. Please keep UVX fare free for Provo. |
| 1063 | uvx should still be free fare. plenty of non students use the bus and will be impacted |
| 1064 | Yeah, I think it is a really bad idea to start charging for the UVX. I think we need to encourage as much ridership as possible, which would be hindered by starting to charge. Second, if you guys do charge, it needs to be as simple as possible. When I was in NYC I could just tap my credit card and boom it was done. Please don't use an app, or make people make an account or something to pay. Also, maybe we push the legislature to fund free rides on UVX. |
| 1065 | I don't believe that making primarily students having to pay every time they ride the bus is either ethical or fair. Many students don't have a car or finding a parking spot is incredibly difficult. Plus, why pull even more money from the poorest people in Orem and Provo, students. |
| 1066 | Do not add fares !!! So many students are dependent on free public transportation and it would genuinely wreak havoc on our already fragile finances to have to pay to ride the bus all the time |
| 1067 | Please upgrade the blue line Trax trains to be like the red and green line trains without stairs! It is very hard to lift an 80-lb. scooter and carry it up and down 4 or 5 steps every time I get off and on! Lower your prices. Make Saturdays and evenings trax routes be free. |
| 1068 | It would be WONDERFUL if Fare Pay charges were \$1!!! |
| 1069 | Please keep the UVX free!! It's a great introductory public transit for people who are young or new to the area. It is so helpful for students, professionals, and people with low incomes. Keeping it as low of a barrier to entry as possible will help encourage long-term public transit use. |
| 1070 | I recently finished my degree at UVU and moved north but while I was living in the Orem Provo area I took transit everyday to get to and from work and school. Free UVX is essential for students and working folks in that area, I know I couldn't have done what I needed to without it. The fare change is a bad idea. |
| 1071 | I'm disappointed to hear the UVX will no longer be free. It won't affect me personally since I already pay for a UTA card through my work, but I believe in the importance of making public transportation as accessible--including as cheap, even free--as possible to encourage people to choose a greener lifestyle. |
| 1072 | Route 205 southbound passes West High just as school gets out at 3:15, causing students to have to wait 30 minutes for the next bus. Would it be possible to either shift a few minutes later, or add an additional bus 15 minutes later? |
| 1073 | Is it possible to have a Sunday service for buses that go up Wakara Way/ Chipeta way? A lot of us are working on Sundays so it will be really helpful. Thank you |
| 1074 | There is a lot of housing and commercial going on in East Layton. Would it be possible to have route 627 or 640 go further east to church street on Hwy 193? I work at a business near to the Walmart on east Hwy 193. Many of them would ride transit, except that we're in a transit desert here, no stops within reasonable walking distance. |
| 1075 | As a student, I use the bus to get to class, especially when I am feeling unwell. I don't have a car, so this would deter me from being able to get to class. |
| 1076 | We need more frequent sub sized fares by cities instead of riders to counteract the terrible air quality. We need to keep free fares for UVX and we need to have frequent bus services (atleast every 15 mins) for all busses. |
| 1077 | It should stay free |

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| 1078 | As a student who frequently uses the UVX I appreciate it being free to ride and would be sad to see that change. |
| 1079 | It would be great for a lot of people if UVX would continue to be free of charge. As a public utility, transit should be accessible to all as it benefits not only the poor but also car drivers due to decreased traffic. After so many years being free, charging fare for UVX would create additional barriers for riders and potential riders. |
| 1080 | The free bus makes it nice to not have to worry about bus fare ,it convenient for those who are struggling |
| 1081 | one charge for the whole day |
| 1082 | one charge for the whole day |
| 1083 | Tourists use it a lot, and it helps them get to places. I don't use cards, and I purchase tickets at the machine. I purchase tickets with cash and am afraid I won't be able to ride it. I'm 87 years old. |
| 1084 | I would not want there to be a fare because it is accessible to everyone who may not be able to afford paying it |
| 1085 | I think it's a good idea, sorry I don't have much to say |
| 1086 | Sunday service on Fronrunner and open the Pleasant View station. |
| 1087 | Having free public transit along the UVX line is a significant factor in my decision about whether to stay in Provo after college; if public transit becomes less accessible, and especially if there aren't reasonable longer term passes, I don't want to stay in Provo |
| 1088 | It's so convenient to just hop on and ride. The way is set up, it encourages people to take public transportation |
| 1089 | I appreciate the service I have via the 200 bus. I use it for times a week and would use it if it was available on the weekends too- but it doesn't come up the capitol hill during Saturday and Sunday. |
| 1090 | This is terrible and unfair to residents of Provo who have families or just aren't a student! This bus is important to the MTC, to BYU students, and to those who can't afford their own personal vehicles. |
| 1091 | I think it should be free! Mostly students use it anyways and it will be more costly to hire people to patrol who has paid and who hasn't |
| 1092 | Seems fine, as long as it isn't a hassle and doesn't slow down busses or reduce availability |
| 1093 | Increasing bus fares negatively impacts students and working class individuals. I'm in support of not increasing public transit fares. |
| 1094 | I use the uta daily, sometimes multiple times as I work at uvu and cannot legally operate a motor vehicle, if the uta started charging I would be unable to work, or go to the hospital in at least one case |
| 1095 | I ride the uvx for my high school two to three times a day which would cost me around \$1,500 a year |
| 1096 | The UVX should stay free for everyone. |
| 1097 | I ride the UVX almost everyday and it being zero fare had made my life so much easier to get to school but now that it will start charging a fare I don't see how I'll make it to school everyday so in that case I am very against charging fares on the UVX service |
| 1098 | They should keep it free ! This the only ride I have |
| 1099 | I'm just going to end up driving everywhere if they keep the charge. I use the UVX multiple times every day to get to work and school without having to drive. |
| 1100 | I think it should happen. The UVX is often poorly maintained and needs to be more safe for passengers to ride. |
| 1101 | The UVX being free helps so many people commute to work and school without having to worry about all the expenses of having a car. The UVX remaining free would benefit people more than the reduced fare would. |
| 1102 | I rely on the bus for transport and I wouldn't be able to do that with a regular fare. |

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| 1103 | I think the UTA services are crucial. Especially for students going to school who can't afford gas prices. As a student at UVU, having this infrastructure be a free service is one less worry I have to be concerned about in my busy day-to-day life. |
| 1104 | Maybe it's good because there is no crimes in the bus. Maybe there will be less people will ride on the bus. Maybe people will start to hitch hike. |
| 1105 | Don't raise the fare on the fare pay card! |
| 1106 | Have a free zone in Provo/Orem area! |
| 1107 | We only have 1 car for my household and so I frequently use the bus to get around. I would only approve the bus fare increase if it increases the accessibility, frequency, and range of areas that are covered with reliable bus transportation |
| 1108 | Zero fare, why add more barriers to people to access transportation that could support their wellbeing. Most people use it to get to school, work, their homes, and we know that our minimum wage in Utah does not equate with our cost-of-living amount. Transportation can then become a luxury when in reality it is another basic need. |
| 1109 | Zero fare needs to be expanded, not contracting (UVX). Anywhere we can add, but at least keep, zero fare is a victory for the whole system. |
| 1110 | I think it's great that college students can ride UTA for free, however I think low income populations and immigrants should also have free access to UTA |
| 1111 | Keep it free |
| 1112 | 39 should be more frequent, especially during peak time. Also, the 200 should be more frequent all day. And buses should follow the schedule. |
| 1113 | Route 39 is not frequent enough. I waited for an hour once on 3900 S for it. It used to be every fifteen minutes. |
| 1114 | Ideally I would like no fares. People would use transit so much more (and help our air quality) if they didn't have to worry about fares. Free passes for people with disabilities at least please. I have lived ones in that community and it would be a game changer. Currently I can't get to a trax station conveniently, usually a car. They're are no bus routes in my area. I can't get to any of my regular places using transit and I would love to. |
| 1115 | Please don't, I won't be able to afford a fee. |
| 1116 | With the cost of everything going up and the pay of the people not increasing it makes it hard to survive |
| 1117 | As a college student adding fares would mean I would stop riding the bus |
| 1118 | I think charging for the uvx is a terrible idea it is a great thing for those of us who have to work or go to school |
| 1119 | Please don't start charging fair. Utah needs MORE free public transportation. Not less. |
| 1120 | Make more Route, Aquire New Buses and hire more drivers. Sounds really simple and could be completed in a couple years. |
| 1121 | Make it like Japan's public transport |
| 1122 | There is a tremendous need for a bus to service 700 East from Kimball Lane Trax station north to 7200 South Along 700 East, there are many stores, banks, pharmacies, doctors offices, dentist offices, schools, senior living, restaurants, businesses, a bus along that street would open up a world for many who feel shut in and unable to independently get places because they cannot drive due to age, circumstances. I live right off 700 East, and used to be much more independent than I am now. But now I don't go down 700 East because of fear of crossing 9000 South. I will go to Trax and take the F94 several times a week to go places, but I am limited on that route. With the 700 East running, I can start going back to Dimple Dell daily and swimming, without it taking literally hours to get to the rec center taking trax, then the bus to go to Holliday Lyons. |

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| | <p>I can possibly get a job again as a Kindergarten teacher at Challenger School.</p> <p>Kids who go to the HS and Jr.HS can take the bus when the weather is hot, raining or snowing to and from school.</p> <p>I have talked to many who would take the bus if it would go up and down 700 E.</p> <p>Please consider adding this route in August. Thank you so much!</p> |
| 1123 | I'm will stop using UVX if the fare increases. |
| 1124 | The biggest proposed change that affects me is getting rid of the Zero Fare on the UVX 850 ride. I strongly hope you do not do this, I use this bus to get to and from my place of work every day. As a college kid, my cost of living is already very high so I rely on this bus as it makes my life so much easier. Charging for this would be a cost I couldn't always justify causing me, a young college age girl to walk alone at night for 45+ minutes which is super unsafe. Your be causing me and many of my friends a way to feel safe just for some extra money? Every other bus you already charge for that I also take sometimes so it's just frustrating that you are thinking of changing this. I truly hope you keep the many college kids in mind that use this bus and don't start charging and being greedy. |
| 1125 | I love the idea of benefitting frequent riders through the maximum Farepay change. |
| 1126 | Sunday service. Some of us work every Sunday with no way to work |
| 1127 | I don't like changing UVX to be a paid fare, and worry about it coming less frequently with less people riding it. |
| 1128 | I'm ok with the change, but only so long as students get to keep free fair on all public transit |
| 1129 | service is really good. |
| 1130 | I already cannot afford a car, trying to pay a monthly bus pass just to get to work sounds does not sound fun. |
| 1131 | Please change route 201 to every half hour. It's so hard coming home from work and barely missing the bus, then having to wait an entire hour for another bus. Same goes for frequent appointments at the greenwood and mid valley health centers, waiting an hour for the bus just takes so much out of an already busy day |
| 1132 | <p>You bureaucrats must be delusional if you think the public is going to pay \$2.50 each way on the UVX. It's the only way to get around thrifty because of your car-centric society.</p> <p>The UVX should be free. Find your funding somewhere else.</p> <p>Do you all have any idea how long it takes to purchase a ticket on the Transit app? It's like 12 screen taps in total to buy, and activate the ticket. Also, it's somehow impossible to buy a ticket if you have any pending, not yet activated tickets through the Transit app.</p> |
| 1133 | Every year we attend BYU Education Week, and my wife also attends BYU Women's conference. UVX no fare has been a great cost savings for us especially if we take FrontRunner to Utah County. We hope the expired no-fare could be extended or expanded for this service, or at least provided for major Utah Valley events such as BYU Continuing Education and other events for out of towners. |
| 1134 | <p>1) Love the idea of capping daily/weekly charges to FAREPAY cards (which is what I use)</p> <p>2) Don't like the removal of the FAREPAY 20% discount. If I only use it once in a day, which is often the case, I won't benefit from either the current discount or the proposed daily cap, which will probably make me use it less overall. Sad. :-(</p> <p>3) Yes, yes, YES! to increasing the poverty level qualification for reduced fare FAREPAY. I just barely missed the cutoff last year, but will be well within the proposed 200% FPL guideline. If this change goes through, I'll be able to use UTA a lot more, which will be greatly and gratefully appreciated. Yay!</p> <p>4) Thanks for listening. :-)</p> |
| | In addition to the aforementioned service changes, I would respectfully encourage UTA to consider (1) a fare increase on TRAX, (2) better fare enforcement, and (3) extended service on holidays and weekend nights. |

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| 1135 | While I realize that UTA communicated ahead of time, to not have any service on New Years Day and not extend service past normal hours on NYE seems uncharacteristic of the growing city Salt Lake claims to be. I also think that extending service on Friday and Saturday nights would be good for downtown business and provide people a safe alternative to driving while impaired. |
| 1136 | It's a bit pricey for those who aren't students. |
| 1137 | The UVX should stay free of charge for all people. Many people rely on the bus to get from work and school and it being free. Adding a fee to ride the bus would greatly affect so many people. Please keep it free |
| 1138 | I love how the bus is free for all to ride and commute on! Please consider keeping it this way as many people like myself use the bus for daily transportation. I use it 3-4 times a week as I work and go to school and I regularly depend on the bus. Having it be fee free greatly helps with my life and with transportation so please consider keeping it free from fees! |
| 1139 | I am not in favor of removing the 20% FAREPAY Discount. I use TRAX from City Creek to the airport frequently for work which saves me from having to drive and park several times a week. I would recommend that the board reconsider removing the discount for having the card. |
| 1140 | I think adding a fare to the uvx is a horrible idea and will lead to far less usage of an incredible service |
| 1141 | I'm a broke college student and use this everyday. This would just be another expense added to the list. |
| 1142 | This would be terrible, I use the bus everyday, at least twice. Stop searching for money grabs |
| 1143 | I understand the need to charge for the UVX fare. I know the funding behind the UVX ended, however the need for it has not. My humble proposition, however significant my voice is, is that there should be a fare lower than the \$2.50 proposed, and/or that it be daily as well, instead of one way. I ride the UVX for one stop every day to and from work, and intermittently whenever I need it. It is a crucial part of my transportation, and while I am a student and would get free access still, I would have to pay during the summer. When I think of it, it would probably end up being like the FrontRunner, where only a portion of people tap on and off, and the rest ride free at the expense of everyone. Charging everyone a lower fare would increase the people actually paying for it. That, on top of the donors who would like to fund a small portion of the costs. Thank you for listening to my opinion. Have a good day. |
| 1144 | I feel introducing a fee to the UVX service would discourage bus usage and ultimately translate to higher road maintenance costs. I also believe this change would make life more difficult for the poor in Provo and Orem. |
| 1145 | The UVX helps students or other people who do not have a vehicle, typically students, to transport themselves easily and for free, which would otherwise have a daily financial impact on all of us. |
| 1146 | FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge ... Will this lower the max amount, or will I have to pay more? Paying more would make taking public transportation and frontrunner pointless. Right now I only do it because it's slightly cheaper than gas to get to Provo, any increases would be more and I'd just keep driving my car. I feel there should be a better discount for people paying virtually than what's happening now |
| 1147 | I'm against any increase in fares for UTA |
| 1148 | Keep the UVX free |
| 1149 | Add additional services between Provo and North Temple. Thank you |
| 1150 | I don't think there should be a fee. I've never seen the bus be too crowded except on byu game days (though I usually don't ride at peak times) |

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| 1151 | I think that is very unfair for the UVX, I live in Provo and work in pleasant grove and need to go there every single day 5 days at week and need 2 buses daily, it will make me spend the double, I organize my money for the expenses I have and it will not be good for me spending the double in transportation, I don't have a car and it's pretty hard for me to get 1 right now, so for me it's not fair this new proposed changes. |
| 1152 | I support making UTA free if possible. The good PR would be worth it, and UTA does not make enough on fare fees for enforcement to be worth it. Reduced fare is a step in the right direction. |
| 1153 | NO! Students need a way to get around |
| 1154 | Don't change it because I use it all the time. Students need a way to get around town. |
| 1155 | you should not charge for the bus system. it is a great resource to student who do not have car to get to necessary shops like walmart and to work. |
| 1156 | busses and trains should be more frequent, on time and run earlier and later |
| 1157 | I don't like this change at all. As a college student I rely on public transportation for simple things like groceries. Changing this would impact a large amount of people. |
| 1158 | Please don't start charging fare. I can't afford a car, and I ride the UVX because it's free. If you start charging fare, how will I get around? |
| 1159 | I am disheartened after hearing about this proposed change. The UVX has been a lifeline for me as a young, low income single adult that cannot drive due to anxiety, and the fee-free option of the UVX has offered me a sense of freedom and independence. |
| 1160 | Fare capping it awesome. Having fair capping for any transit type is preferred. Meaning a \$5 cap per day on the use of all of UTAs services. Include using the same credit card and the UTA pass as payment methods. Increase the frequency of buses on the westside of I-15. Twenty minute frequency is preferred. Thank you. |
| 1161 | I think the changes proposed for the August 2024 Change Day are overall beneficial. I definitely agree with the reduced fare program eligibility being raised to 200% of the federal poverty household income. That would help me out a lot, since I use the bus to go to work daily. I also think that the fare capping is an excellent implementation, and it would help me out personally, since I use the bus frequently. I don't use the UVX very frequently, so the removal of the zero fare service wouldn't greatly affect me, though with these other changes, I wouldn't mind paying for this bus. |
| 1162 | General public maximum all services daily pass - \$3.00 Bus service one way -\$1.00 |
| 1163 | Me and my coworkers rely on the uvx to get to and from work. That would mean losing 5 dollars every day we work. We don't make enough to justify that kind of expense. |
| 1164 | Depending on how much it is to ride now, I might no longer use the bus. It's 2 stops from my place to work so I rather use that and help save air pollution. But if it end ups adding to too much a week to ride now, I won't. I use it all 6 days it's running. |
| 1165 | It's a bad idea. We're college students and are already worried about putting food on the table and making sure there's still a roof above our heads on top of college expenses. I'm very grateful for UVX especially since I live all the way in salt lake city but the uvx helps me get to class on time and without any extra worries. Please don't do this. It's not necessary. |
| 1166 | UVX fare should remain free! |
| 1167 | I do not like the proposed change of adding a fare to the uvx line. I regularly ride the uvx relatively short distances because of my physical limitations and feel I would completely stop using the uvx if the fare was instituted. Some of the convenience of the uvx is not needing to worry about paying, just getting in and getting off. I would stress greatly about being able to get off if there were many people with me. I feel like adding a fare to the uvx defeats the purpose of the uvx. |
| 1168 | The UVX works so well because of the 0-fare. I think most people's exposure to the UTA is through the Salt Lake City light rail and the UVX. Most busses only run through important points of interest, so most people don't try the UTA out except through these free services. These services make people more willing for their tax dollars to be used for new UTA projects and lines. |

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| 1169 | Please find a way to keep UVX free! We love living near UVX and riding it to do our shopping and do things around Provo and Orem. For us charging \$2.50/person/ride would result in us just taking our car because of the cost. I understand cost has to come from somewhere but everyone should subsidize public transit because everyone benefits when more people are able to utilize it in place of taking a car. |
| 1170 | It's such a nice, convenient way to get around. And it makes less cars on the road and we all know air quality in Utah is really bad. |
| 1171 | Free public transit improves accessibility significantly. |
| 1172 | If you make the UVX paid/more expensive, that's more cars on the road, which defeats the purpose of having it. |
| 1173 | The zero fare for students affects so many students and helps those who don't have cars and/or can't afford gas. It is also far better for the environment for us to travel together rather than everyone contributing to global emission issues |
| 1174 | I like that frequent riders will get a maximum limit on how much they will be charged. I hope that or something similar will be available for UVX. It is very useful, and I hope charging tickets won't decrease the number of who uses this service. |
| 1175 | Anything to make it better and easier to ride the busses is great thank you so much |
| 1176 | Love how it is free! Gives my family and I opportunity to ride the bus easily, if it's not free I will absolutely just drive |
| 1177 | I would have to drive to school instead of taking the bus, which would add to the lack of parking as well as emissions. |
| 1178 | Would it be possible for route 4 to go around the Wakara Chipeta loop on Sundays? There's a lot of people commuting from here so it will really be a great help for us who don't have cars as we fully depend on UTA buses which is very efficient. I hope this gets noticed. Thank you! |
| 1179 | Sunsetting the zero fare program is ridiculous. You built this rapid bus line on the premise of it being a benefit to the community, not only environmentally, but it would help those who rely on public transit for transportation. Charging a fare for something you sold as a free benefit to the community is greedy and ridiculous. For a few years it's been offered free and you've gotten complete support from cities and counties. Find other means to get your funding. You changed the flow of traffic all over Provo and Orem for this line, and now you want to charge the very people who actually use the line. This will result in less people using the line, and you'll be left with a seldom used bus infrastructure that is invading the city. Leave it free for everyone. The public can see through your efforts here. We all know you benefited from grants, taxes and state money to fund your efforts. Find another way to get your greed on instead of punishing the very people who already helped fund the BRT. |
| 1180 | This is NOT a good idea. The UVX is almost the only roadside public transportation that is actually useful. I used the busses for about a year before I got fed up with it and saved up to get a car. It took me an hour to travel somewhere I could drive to in 10 minutes. The UVX being free is imperative to the public transportation here in Orem/Provo because it actually comes during convenient times. About every 5 minutes during rush hour is heaven during the freezing winter months for those that can't afford the luxury of a car. I may not use the UVX now but I know so many people that use it and are devastated by this proposal. I know this is long but my voice deserves to be heard. ALL busses should not have a date in my opinion. I know paying your workers is important but there was a study that proved that the cost of installing, up keeping, and enforcing the fare systems costed more than they earned back through charging riders. The fare also discourages many riders from utilizing public transportation because they simply cannot afford it. |
| 1181 | This would mean I would stop riding the bus entirely. As a student who is already struggling to make ends meet a source of free transportation is absolutely crucial to myself and my loved ones, especially due to the fact that we don't have the ability to purchase a car |
| 1182 | I depend on this service to get to work, along with countless others who find themselves to be unfortunate enough to not own a car. Upping the price for this service could hurt the community and quite possibly our great economy |

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| 1183 | I am unemployed. I use the UVX to see family on a weekly basis. this proposed "change" will not allow me to see them any more! keep it a free fare, it's the best thing we had in UT county since 2018 |
| 1184 | I do NOT like the proposed change. I don't own a car so I've been using UVX for a long time. it helps me get to and from work, see family, friends, with an \$11/h rate, I can barley make rent let alone inflated food price. I can't afford to pay an extra \$20 per week. it would impact my livelyhood dramatically |
| 1185 | A |
| 1186 | I do not like the thought of a fare added to the UVX system. It would cut down the amount of passengers you service instantly, for one thing. For another thing, you already decreased the discount one gets by using the Farepay card, so that would instantly cut me off from using the UVX. DO NOT DO THIS. Additionally, re-increase the Farepay card discount, please. Those additional \$10 adds up fast and I still need to pay for rent and groceries. You're not being very friendly to your passengers with these gouges. |
| 1187 | The changes seem fine, but please look into improving the ski bus service in the winter time. 30 minutes per bus is unacceptable and is driving towards more traffic in the canyons. Buses can solve the canyon traffic issue, but only if it is a reliable way to get to the resort. |
| 1188 | I have free fares from my BYU ID, but I think that having the UVX be free is an essential feature of the system. It makes it so much easier for people to get around Provo and Orem, and adding fares would be prohibitive. |
| 1189 | I really wish the 201 would go back to running every 30 minutes. I ride it 4 times a day and it makes it so hard running only every hour. A lot of the time I end up walking because of this. |
| 1190 | I strongly oppose sunseting the Zero Fare policy on the UVX. Even if a strong majority of the ridership is carrying already Ed or other passes (as do I), the minimal gain by charging the 10-15% of riders a fare for riding will not result in substantial revenue for the UTA system. It will serve only to charge less socially advantaged riders a fee for riding. The UVX is a tremendous benefit for our urban community (Orem/Provo) and will continue to benefit users even more as businesses along the UVX corridor migrate to pedestrian (rather than automotive) customers. The experiment of zero-fare UVX seems to my eye to be working very well. It saves me time and effort each time I board with my bicycle, and accelerates my cross-town commutes by 15-30 minutes each time I use it. Thanks for providing the service. |
| 1191 | Please don't do it unless it would still be free for university students. Thank you very much |
| 1192 | I personally and not impacted by the proposed sunseting of the zero fare UVX policy. However, I work with some young adults and students with very limited resources that have greatly benefited by this service. If the percentage of riders that this impacts is only 10-15% it should not be a heavy financial cost to keep the zero fare going for those riders that are depending on it. I have a neighbor that is a young man on the autism spectrum that has found the zero fare program and has been using it the last couple of months to get to UVU. It has given him a sense of freedom and confidence that he has never had in his life. He has very limited financial resources and this program has meant so much to him! I am favor of keeping it going. Please consider that the people that need it most are often the most vulnerable and often don't have the ability to advocate for themselves. Please don't forget about them in your decision. |
| 1193 | While only 10-15% of riders on UVX don't have alternate fair, sunseting the free fare might slow the routes down a bit. Will riders still be able to enter the back doors? Also a big hurdles I faced when trying to apply for reduced fare was not knowing what documents were needed online (I have a card through my job now). Will the new process be easier? |
| 1194 | PLEASE NO. I am a student and I love the bus. I love it. Please. Please. Please. |
| 1195 | Do not change it! It is a great public service. We pay taxes for this reason. It is so good for students at UVU and BYU, too! If people now have to pay for these services, the buses may be used less, and then it would be unnecessary to have them run as long as they do! Don't do it. |

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| 1196 | Eliminating the Zero Fare program in Orem/Provo would harm Provo sustainability initiatives. Provo is not walkable, and there is a huge parking shortage at BYU and the surrounding areas. To begin charging for one of the few feasible public transport options would only exacerbate those problems. |
| 1197 | Yes, there should be a fee. These types of transportation initiatives should be self funded in order to continue operation. |
| 1198 | Horrible idea. Can collecting a fare really offset the total cost of operation? Plus, how many students are riding UTA? I would imagine this is the majority of ridership. So, the folks that will end up paying are the folks who make up a minority of riders. Which leads to my final thought - at this level of ridership (non-student riders), the cost to collect and maintain a payment system will exceed the dollars collected, thus creating a zero gain (if not a loss) for operations. |
| 1199 | The changes don't really affect me since I have a student ID, but I think reducing fares, increasing bus frequency (especially in the evenings), and increasing amount of bus/train lines would encourage more people to use the bus system. I would appreciate the frontrunner running on Sundays and UTA running until 2 AM on Friday and Saturday nights to encourage people to use the bus instead of drink and drive. The bus I use (209) reduces in frequency in the evening when I am commuting home and if I miss the bus I have to wait 30 to 45 minutes for the next one. |
| 1200 | <p>As a downtown Provo resident and very frequent UVX user, I strongly disagree with the proposed change to UVX fares. UVX has been an amazing addition to Provo! It makes it easy for people to access areas of the city they might not normally go to, it keeps the roads clearer of cars (and helps the parking situation), and it gives Provo a great sense of an interconnected community. I use UVX for a variety of purposes, from longer trips like connecting to Frontrunner to shorter trips like riding 1-2 stops to avoid walking half a mile in the hot sun during summer. From talking with many people who also live here, I know that it is often used for commuting to work or accessing entertainment safely (such as sports games or downtown concerts). I've seen lots of parents out with their children, traveling on UVX to places like the library or BYU campus museums. It's helpful for everyone, and it especially helps people who don't or can't drive.</p> <p>Adding a one-way fare of \$2.50 per person will be a significant burden to the people who use UVX most. For me personally, I would not want to take short trips on the bus anymore if I had to pay regardless of the number of stops. I don't have children, but I realize that for example, a parent taking three of their children out for the day will now have to pay \$20 just in bus fees to get around the city (\$2.50/person per direction)! That cost adds up quickly and will hurt families.</p> <p>I think this change will also hurt downtown business because they will become less accessible. Everyone I have spoken to about this possible change who is an active UVX user is strongly opposed to it. I hope all of these comments are heard and considered. Thank you!</p> |
| 1201 | <p>From the perspective of a longstanding citizen, you asked us to pay for the convention center, we foot the bill, you sell it and yet you also want us to pay public transit. I'm pretty sure if you're smart with the money from the convention center you can create the investment to pay public transit. Plenty of non profits are capable of staying in the blacks and investing.</p> <p>My teens ride public transit often, and that makes a huge difference in our family. I definitely would be out out if you made them pay, especially when you've crowded my neighborhood by your stoning changes to create huge apartments and no parking. Provo is not friendly to large families and parking issues, so they should at least keep public transit available. Even your taxes have gone up for the same house.</p> |
| 1202 | I love that Provo has a wonderful public transit system! I live right by a bus stop and it is so convenient. However, I would not use the UVX if it cost money. I think that applies to most college students. |
| 1203 | I think the fare pay daily max is a great idea. However, I worry that charging for UVX will increase student driving to campus which will exacerbate the parking issues that residents face in that area. It will also slow down the bus and make it less convenient for most people using it as people have to tap on and off. |
| 1204 | I thought UTA was looking at lowering rates and Keeping UVX FREE! I'm disabled elderly on a very limited income and use UVX to get to my doctor. |

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| 1205 | <p>I use UVX daily for work. I own two cars, but the convenience of UVX has shifted me away from driving a car to work. I am staff at BYU, and have my fare covered for UTA services through my employment there. I estimate that UVX has reduced around 80 miles per week of me driving in my car alone, congesting our roads and to an extent our air in the valley.</p> <p>During peak hours, the bus is standing room only. This is a success in my opinion. It is largely students of the two campuses it services, and sometimes upwards of 30 people will get on at one stop. The delay in service caused by potentially thirty people paying fare will either make the service unviable during peak hours due to long delays, or people will be left on the platform waiting to pay fare through the app while the bus passes them on, or (most realistically) have to jump on to a full bus before paying and have to fumble through the processes of payment at that point. This could expose them to enforcement for their lack of payment for service, when in reality they had to choose between missing a bus or making payment. This disrupts the main draw for me of UVX, the convenience.</p> <p>I've heard the fares would be cashless as well. I am unsure if this is true, I would have to assume it isn't true because the Federal Transit Administration requires large urban networks to ensure that any proposed fare changes don't have a disproportionate impact on low-income and minority riders. It is hard to imagine how a cashless system wouldn't disproportionately affect low-income riders, but perhaps UTA has a proposal in place to prevent that from happening. UTA claims that it will be 10-15% of riders who will be paying fares, I'm assuming because the large majority has fares covered through their schools, employers, or social programs. It is hard to see any sort of potential savings from charging that minority of riders that outweighs the losses incurred from declined quality of service and the additional costs from an enforcement presence on UVX.</p> <p>I use UVX daily because it is convenient. It is slower than driving myself, but not by much. I predict a large amount of users are like me, who own vehicles but use it because it is convenient. Making it less convenient will push riders like myself to start driving individually, increasing traffic and pollution. I view that as a failure, a contradiction of UTA's stated vision to "provide an integrated system of innovative, accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people of the Wasatch region." Thank you for your time and continued service!</p> |
| 1206 | I rode the UVX bus everyday in college. It was so awesome and convenient. If I had had to pay I definitely would not have used it as much |
| 1207 | I know several community members who rely on the zero fare program to get to their school or daily destinations. Most of which are in SPED programs and finding their independence and joy in doing so by riding the UVX that won't be able to maintain a regular fare. Thank you. |
| 1208 | UTA is an integral part of Provo's and Orem's cities and communities. Many students and residents use the bus systems on a daily basis to get to work or school and often times cannot afford a car. Taking this option away from them would decrease foot traffic and thus impact the local business and economy. It would not be lucrative enough to charge for the fare as this would drastically reduce the amount of passengers and by consequence the amount of money being put into the economy from local businesses. KEEP IT FREE!!!! |
| 1209 | I support the August changes. |
| 1210 | I drive past uvx busses frequently a d they are mostly not very full. If you charge a fare they will be used even less. You're driving the routed anyway so if you keep them free they'll have more usage. |
| 1211 | My son is a UVU student with a disability and he doesn't drive so free transportation is so helpful for our family. Please allow students to ride for free. |
| 1212 | I heavily rely on the service being free. I use it to get to and from work every day. I have done some math and if the UVX charged a fee to ride it, it would go from taking none of my income to taking at least 6% of it, which is a lot for someone who makes as little as me. |
| 1213 | I go to school at uvu, and I'm on starving students cards and can't afford a car nor buying bus tickets |

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| 1214 | Having free access to UVX is a big deal and benefits so many people and college students in the area. It's the one free public transport that I know of in the area, and it's so important to keep it accessible to those who aren't able to pay for transport. |
| 1215 | I agree with the reduced fare to \$2.50 a day, however I think that the UVX in Provo, should remain free similarly to how the Trax Blue and Green Lines are free within downtown Salt Lake promoting the use of public transport to get around locally and to events in downtown Salt Lake. |
| 1216 | UVX should not have fare added to it! This has been a great resource to the community and a way to quickly get around main parts of the Provo/Orem area. I ride it regularly, and know many people who use it as transportation to get to/from jobs and other places. |
| 1217 | UVX free fare elimination: My 10-, 12-, and 16-year-old children utilize UVX, particularly during the summer months to visit destinations throughout Provo and Orem. This is a helpful service for a divorced dad who has their children 50% of the time and it is difficult to get them places during work hours. |
| 1218 | KEEP THE UVX FREE! I have used the UVX frequently for the past four years. It is one of the very best things about the Provo/Orem area, and it's fare-free nature has made me so happy. People are more likely to drive cars than to pay a fare to go a few blocks, and I will be one of those people who will need to drive to work instead of pay a fare for every work shift (there and back!), since there is no walking-friendly route to get to my workplace. Since the cities the UVX spans are built to be drivable instead of walkable, especially Orem, transit is essential, and making the UVX a paid service will specifically target the poor and homeless, as well as any non-students who are trying to be more eco-friendly in Orem and Provo. I believe that since most riders are students with UTA passes anyway, that this change is uncalled for, as I believe it will instead deter non-student riders, causing little significant profit (which you haven't needed for the past 5 years apparently, so why now?). In conclusion, I plead with the UTA to keep the UVX free since it plays a large role in equal opportunities for those in Provo and Orem to travel. Adding a fare feels like a step backwards for the city. Parking is hard enough where I live, and while I'd like to keep riding the UVX for its convenience and to be more eco-friendly, I will no longer be able to afford to. Thank you for considering my comment. I hope to see UVX continue to be a free service. |
| 1219 | I'm not against being charged to ride but make it convenient. I think the most convenient way to pay would be being able to use Apple pay |
| 1220 | I would love the UVX to continue to be free. I am a student with two jobs and I use the bus to get to both jobs and I appreciate the reliability of the UVX. Please reconsider this change |
| 1221 | I dislike the change, a lot of us rely on this transportation as college students that do not make a lot of income. |
| 1222 | Please find a way to keep UVX free. I think all buses should be free. The revenue is so small and we contribute so much in tax dollars to roads, we should find a way to keep local transit options free. |
| 1223 | I assumed the free fare would come to an end eventually. It would be helpful if there could be free fare days on days of BYU football games, Stadium of Fire, and other select large event days. |
| 1224 | None of it matters. OMG BRING BACK 15 MIN ROUTE 39 TRIPS UGH ☹ |
| 1225 | Why charge more on farepay card's |
| 1226 | I really value the UVX bus route, and the reason why is that it provided me with a free alternative to get to my university from where I live. By using UVX instead of driving, I was helping reduce traffic and also using up less parking at the university, which has been a consistent problem for as long as I've gone to UVU. If UVX starts charging again, depending on how expensive it is, aside from the issues around limited parking I'm not sure it would be worth it to use the bus instead of buying a parking pass and driving. Furthermore, though, I think Utah in general would benefit tremendously by having a much better transit system, and by keeping the costs low or free, you'll encourage people to use it which in turn will justify expanding the transit system further. I think UVX is a really good service, so I would probably buy a pass if I had to, but I also think it's worthwhile to keep it free. |
| 1227 | It would be nice to have more buses and trains running on Sundays, on Sundays some places become borderline impossible to get to or it takes over an hour to get to somewhere that would regularly be a 20 minute commute. |

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| | Also, in the mornings on school/workdays, the buses to the University of Utah are often filled to the brim, and I have even seen some bus drivers have to turn people away and tell them to wait for the next bus because it's too full. I think we need buses running those routes at time intervals less than 15 minutes, closer to 7-10 minutes. |
| 1228 | The UTA needs to be charging more for its services. There are too many poor people taking advantage of your services. I am too tired of seeing unmotivated people enter the bus and sit their smelly ass next to me. Taking the bus for me is a hobby, so to see all these bums use the bus just to get warm is a disgrace to my hobby. The bus should only be allowed for the upperclassmen as we are the better class. Make the UTA BETTER AGAIN! |
| 1229 | Umm, I think the bus services that UTA supplies are actually a main integral part of the city of Orem. If you were to charge innocent civilians for the bus the city of Orem would be disfunctional. I too am disfunctional in the sense that I can not read the room when I besech it. So the bus is where I live as I never intend to enter another room in my life. |
| 1230 | Hate it! I ride the bus all the time and can't afford it otherwise. It is such a positive thing for Provo/Orem. It gets me out and helps with feeling positive. |
| 1231 | We need later returning NB routes for UTA 472. Currently the latest bus leaves SLC at 5:04 PM which really limits who can use this bus. |
| 1232 | <p>1. I have comments on what is NOT on the proposed changes. I favor no fare bus service and think UTA should lobby the legislature for funding to make that happen. I would prefer free transit to a tax cut.</p> <p>2. I live on the Avenues and have missed the # 6 which easily allowed residents to travel to the University and downtown where I could connect with other transit including the airport. The #209 appears to have VERY few riders... that should be re-evaluated.</p> |
| 1233 | <p>FAREPAY Card changes to benefit frequent riders would encourage people to commute using public transit.</p> <p>Reduced Fare program helping more people is ideal for making movement to jobs and other options available to those who can't afford it.</p> <p>The Zero Fare program should be free to many people, if only 10-15% of riders will be impacted, it should stay free to everyone.</p> |
| 1234 | The changes to the FAREPAY cards are unfairly skewed towards those riders who travel more than 5 stops on Fronrunner. With the proposed changes, someone getting on in Farmington either has to ride at least to Lehi or take multiple trips per day in order for the capping limits to have any sort of effect. For frequent commuters that travel from Davis County into downtown Salt Lake City, there is effectively a 20% increase in the fare when using a FAREPAY card. In contrast, the commuter traveling from Provo to North Temple will still realize a ~20% discount on the fare because of the fare capping. If the purpose of these changes, as mentioned in the proposal, is to "support frequent riders", then it is blatantly unfair that frequent riders traveling different distances are treated differently in terms of discounted fares. Why should I as a frequent rider of a shorter distance be subsidizing the discount for a frequent rider who has a longer ride? A possible solution would be to have a 10% discount for all riders along with a fare cap that would only have an effect for those riders who travel longer distances. |
| 1235 | Sunday service on the 17 |
| 1236 | Make it easy to buy a fare pay card. Or have instructions posted in the Bus on how to use a fare pay app if there is one. |
| 1237 | My husband and I currently pay \$9.80 round trip for travel between American Fork and Salt Lake Central. Using the fare pay card is the only way it gets closer to the cost of driving. Removing the fare pay reduction is going to disincentivize us from using front runner. My husband has to work in the office at least 3 days a week. We won't hit the \$10/day or \$40/week caps. So all you've done is taken away a benefit and now public transit will cost a lot more. Since the travel time on the train is already longer than in the car, what would be the incentive to bother using public transit? It costs more, takes longer, and there is no guarantee of having a bike rack available. Might as well drive at that rate and have more flexibility in when we get to leave. Yeah... I don't think removing that reduction is going to be the boon you hope it will be. |
| 1238 | I don't think it would improve anything and that most of the people using this transit are young college age people, me included. I think it is mostly a money grab. |

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| 1239 | <p>I really like my kids to use UVX to get around town. Between all of them they use it once a week. Much more in the summer.</p> <p>I do want to say my kids have had a few scary experiences on the UTA with weird people staring at them. One of my sons saw a woman college student being harassed. My 14 year old daughter and her friends had a weird guy staring at them.</p> <p>I think knowing what to do to be safe in the bus would boost our usage of the bus even if we need to pay for it in the future. Also there are often not enough bike racks for my kids.</p> |
| 1240 | <p>Would really help to have a direct route from olympus cove to u medical station through Mario Capecchi dr which has a newly expanded building with more staff added. There are more expansions happening in that area of campus as well. Please consider.</p> |
| 1241 | <p>My wife and I appreciate having free fare on the UVX so much. It helps us get to work and school frequently throughout the week. It would be tough for us if this changes goes through.</p> |
| 1242 | <p>Please more early rides in lehi</p> |
| 1243 | <p>Trax is NEVER on time but the bus is Very reliable. Do better with Trax for shift employees trying to ride the train to get to the University Hospital either at 0700 or 1900. Also stop leaving early too!! I clock out at 1923 and RUN to the 1930 train that if they leave a minute early I have to wait 15 minutes. Which after a 12 shift with NO LUCH SUCKS!!</p> |
| 1244 | <p>Very unhappy with the proposed suspension of Zero Fare for UVX. That route is heavily used and the free transit is probably the best service UTA provides. Free UVX is a mainstay of the Provo/Orem area. Eliminating it would make the area feel much less friendly and open for locals. Plus, traffic is bad enough already without discouraging the use of public transit. Strongly encourage you to reconsider this change.</p> |
| 1245 | <p>John English and the UTA and the Utah legislature were fools not to listen to Sam Taylor back in the '70s and create a free fare system, based on a very modest tax increase that would have benefited the entire Valley for generations. It's not too late, you could still do it now.</p> |
| 1246 | <p>The proposed changes to farepay would strip me of any benefit whatsoever, and feel almost targeted to strip many regular-but-not-daily Frontrunner riders like myself of farepay discounts entirely. The net result is that with these proposed changes, I'd probably discontinue use of Frontrunner.</p> <p>I'm a regular rider, commuting via Frontrunner 3x weekly from American Fork station to Salt Lake Central Station. I use busses or Trax downtown, but only within the free fare zone. I don't qualify for reduced fare, and my company doesn't participate in any group-by fare rates or anything like that.</p> <p>I currently pay \$4 each way with a farepay card, or \$24 weekly for my 3 weekly trips.</p> <p>At regular fare rates, my trip would be \$4.90 each way, or \$9.80 daily-just under the \$10 daily cap, or \$29.40 weekly-not hitting the weekly cap either.</p> <p>In other words, I would trade the current discount for zero benefit.</p> <p>I'm really confused why these fare changes are targeted this way. From what I can tell based on two years of this commute, a large number of Frontrunner riders are going to be in the same boat I am.</p> <p>If this is intended as a way to increase revenue for Frontrunner fares without coming right out and raising the fares, I guess you've been successful.</p> <p>If the idea is that I would choose to ride more often due to the caps, that just isn't the case. The local service in my area is abysmal (I know that much of that is due to Utah county's lack of support), so it's not even possible to use local service. I don't need to take more weekday trips on Frontrunner; I work from home two days a week. I would like to use Frontrunner to connect me to the wider transit networks in Provo/Orem and Salt Lake county on the weekends, but without Sunday service and only hourly service on Saturday, it just doesn't make sense to do so.</p> |

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| | <p>I'll close with this: I know "wear and tear" on a vehicle isn't free, and there are costs beyond the fuel for each trip. However, transit is just not viable for many of my trips and I have the car already. I get roughly 30 miles per gallon, and my trip is 32 miles. That means my one-way cost is pretty much equivalent to whatever the cost of a gallon of gas is. It makes my daily break-even cost \$4.00 per gallon with farepay or \$4.90 per gallon without.</p> <p>This means I actually end up paying a bit more per day already to ride Fronrunner, which takes about 30-40 minutes longer than the same trip by car. With the proposed farepay changes, I'd be paying enough more per trip that I'd simply stop riding UTA, and drive to save time and money.</p> |
| 1247 | I strongly disagree with the proposed change to make the fare rate 2.50 as that will greatly limit the ability for those on a limited budget to use the transit. Having free transit is extremely helpful for people like me who are not in a financial situation to afford a bus fare, especially if they use UVX often. With all of the other bus lines requiring payment, UVX can stand to be free so that limited income folks can use it to get where they need to go without worrying about being able to pay for it |
| 1248 | Keep it free for university students!!! |
| 1249 | I'm a provo resident and have lived here for 14 years. The UVX line has been so beneficial to the community as well as the downtown businesses, we love it! For years it has been free, which we really appreciate especially living in a lower income area. If possible to keep this free service, the public would be grateful in your commitment to keeping public transport accessible to all. |
| 1250 | I don't think students should be charged. I am a student, and because I'm at school full-time I do not have time to work. I am very poor like all other students, and most passengers every day are students. I don't believe it's fair to charge those who don't have anything to give. And if we don't have anything to give, there's no point for us to ride with UTA anymore. I haven't been able to drive for months because of some seizures I have had, and so the only way I've gotten to school is the front runner. I need to take the fronrunner but I will just have to find another way and not transport with UTA services. I believe many will do the same. Take it from me because I am a typical college student, and I believe many will agree with me. |
| 1251 | Make fairs 2\$ not 2.50 it would increase the speed for people to get on the bus, and I've seen so many times people take 1-4 min trying to find change. |
| 1252 | They should raise the price to \$2.50 so that they don't have to pay for it with taxes. |
| 1253 | This won't affect me since I'm a BYU student, but my wife is not. She uses the bus a lot when the car is in use, so I think this change could complicate things for us |
| 1254 | If only 10-15% of riders will have to pay I think that should be okay. It sounds like only people who can afford it will have a fare. I think there should be an option to buy a year long pass you could pay a one time fee for. |
| 1255 | The UVX is the fastest way to school for me currently. I only worry that having to stop and take payment would slow down my route and at that point I would prefer to drive. Payment isn't a concern since I only take the bus as a student. |
| 1256 | <p>Better transfer time from Bus system routes to and from FrontRunner, specifically on the 640, 628, and the 470. Also, combining Routes 626 and 627 would make for a much easier and more understandable route and maybe on the half hour rather than on the hour trips.</p> <p>I cannot tell you how many times I have arrived at Clearfield Station, only to learn that I just missed the FrontRunner or the 640 bus, and i have to wait another half hour, or even hour, because the bus or FrontRunner just barely missed it.</p> |
| 1257 | This is a horrible idea! People who ride the public bus cannot afford \$2.50 one way for bus fares. We're living paycheck to paycheck and this bus gives us the opportunity to save our money and provides transportation. Please keep it free and let the we the people, the lower class, have free and reliable transportation. |
| 1258 | I think that free transit should stay an option i think it is a very greate program It is very helpfull a greate way to get arpund |

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| 1259 | I just think that pricing is a little steep. I'm sure that UTA has initially pitched a higher price so once people complain, it will go down to exactly what they were hoping for in the first place. Not a complaint I just know a little on how business works. So I'm assuming it will get better than \$2.50. The problem with that price is that I take the bus three times as long as anyone else around BYU, all the way to UVU, and it would still be cheaper to drive. I'm sure it's cheaper than the average car payment plus insurance plus gas but it's definitely not cheaper than owning a more affordable car with cheap insurance that gets good gas mileage. One could argue that the price of the car will never beat the price of just taking the bus, but it's very difficult to not own a car regardless of uta bussing in southern Orem and northern Provo. If you make that argument you have to provide public transportation to a lot more locations in Salt Lake and Utah counties. Additionally, nobody would take the bus from South campus to North campus at BYU anymore, regardless of the price. People gotta get paid I get it, but public transportation shouldn't be a gold mine in Utah. Not until it's much better than it is. Sorry, I'm Japanese and hate the public transportation system in America. It's horrible. |
| 1260 | There should not be a raise on the UVX, the economy is already hard, and taking the UVX for free to school/work saves me a lot of time and money. Raising the price would just be another checkbox in the list of many things we have to pay for and can barely afford. :) Thank you. |
| 1261 | UVX provides access to transportation across various parts of Provo and Orem, something many locals and non-locals can benefit from. Making this change not only creates a barrier for those wanting to take public transportation but also deters others from wanting to participate in the UVX transportation system. Even just a few dollars can deter people from taking public transportation. It's no secret the benefits that public transportation has on the environment and if we want to continue promoting a movement towards clean air then I fully believe implementing a fee is not a step towards that. Keep UVX free! |
| 1262 | I would never ride the bus if I had to pay for it. I am a BYU student but I wouldn't want to wait for the long time of checking fares. I ride it for a very short period of time. |
| 1263 | UVX should remain free for students and the public to use. |
| 1264 | I don't think this should happen because when I have zero dollars I ride the bus |
| 1265 | I don't think UVX should change as it helps out many people who work day to day and who don't have to worry about paying before they get on a bus. |
| 1266 | If this change goes through, I'd probably just stop riding UVX because I don't want to pay to ride. I'm aware that there are people who do depend on UVX for transportation and frankly I think it's pretty poor treatment to force these individuals into have to pay for it. |
| 1267 | I will probably stop riding the UVX if the fare is imposed because I only ride it for one stop from Orem to UVU. I would rather walk than pay the 2.50\$. Unless the fare only applies to those riding for more than one stop, I will stop using the UVX. |
| 1268 | I'm a Uvu student, I use the bus to get to school in the winter and also get groceries, I can't afford to pay to get anywhere if this fair is implemented. |
| 1269 | I have no concerns as I am a uvu student. |
| 1270 | I think it's a small change just gotta remember to bring my student id |
| 1271 | I propose you find another way to pay the fare, bond, or city. Logan has free transit. Salt Lake was choosing. The elderly may not have it to pay, mostly who ride. What stopped salt lake free train is the high number of transients taking over, but in Utah county it's mostly the elderly who would be paying and the poor areas, but mostly students so not transients like salt lake when fronrunner tried it. Students have a pass but the poor not affording a car in most that area and the elderly would be charged. Most cannot afford it where the majority of the county is affluent. There are other ways to pay for uvx. |
| 1272 | Why would you do this? Please do not do this. I ride multiple times a day pretty much everyday and this would force me to get a car |
| 1273 | I think that UVX should remain free for all and that the Zero Fare program should remain intact. I think that adding a fare for even 10% of riders would severely hamper the accessibility of public transportation in Orem and Provo. |

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| 1274 | I am a commuter student from SLC and depend on UVX weekly getting to and from class, with my student card I am able to ride free as is. However as I have become familiar with the lines I recommended them to everyone all the time! When they say they don't have cash on them I get to say it's free! After graduation I will be moving to Provo and had plans on still utilizing UVX for daily transport, the add of fare complicates the usage of public transport and ultimately makes it more intimidating and less accessible. On a time where we so dearly want walkable cities and access to third spaces, free access to UVX has always been a bragging right of Provo & Orem doing the right thing. |
| 1275 | I think all proposed changes are acceptable. I have no further comment. |
| 1276 | I ride to and from work 3 days a week, so this change will cost me more using my farepay card (which may make using Lyft or uber an option). It is very difficult to download the app for the farepay card (impossible to find on the app store so I have to look up my balance on my laptop at home). I also feel that making Friday's free fare days will help motivate people & families to come downtown to enjoy the downtown area year round (help with the revitalization efforts) and get home safely afterwards. |
| 1277 | I think it's a very bad idea for a fare to be put into effect when ridership on UVX has been so high the times that I have used that route nine times out of 10 the bus is always full. But I also recognize that you need revenue for operating costs so doing a lower Fair like say \$1.25. this would increase ridership because of the fact that people are paying lower than what they would for a gallon of gas. And those that maybe are on a lower income would also benefit. But if you keep the cost higher you're going to decrease ridership overall. I also think that a extension of the uvx route should be put in place to cover the Utah Lake area the Provo airport and run up Geneva Road for all the growth that is happening over there. Or do a similar route that would cover that section along with Provo High School and the elementary schools. Putting transit in that area would also help increase tourists who aren't familiar with the area who may want to go to places like the lake to enjoy the nature out there or maybe the ropes course or camping accommodations. Your system is great I think that adding Transit options along the national parks corridor would also be a great addition to the services that you provide. Just some thoughts I've had about your services. |
| 1278 | I ride UVX at least 3 times a week to shorten my bike commute. if I had to pay for that, I would finally have to invest in an ebike, or, for stormy days, drive. I've been biking to work for about 7 years now, and I'd hate to have to start contributing to bad air quality again, after so long. the nearest stop is about a mile from my home, so it's not entirely convenient to begin with, but being able to combine biking with riding makes it worth it. If it wasn't free, it's likely I would rarely, if ever, ride UVX again. It feels like UTA wants to cut back on being bike-friendly. |
| 1279 | I would like to advocate for increased service on the 39 route. I currently use this several times a week and it makes it extremely difficult to time a 15 minute trax ride with a 30 minute bus route, often causing over a 20 minute delay. If this service will not be increased, having a set timeline of what this would occur would be helpful |
| 1280 | I don't think we should have a fare. The free transit system helps a lot of people in the Provo/Orem area get where they need to be, especially struggling college students and their families. |
| 1281 | Please don't change the UVX service free to pay. It is a great help to people like us that work and earn few money. We use it to go to work, to go to shop foods, to go English classes |
| 1282 | <p>More frequent service</p> <p>Service to more parts of the valley: Sandy, Cottonwood Heights (along Wasatch further south than 3300 S), Murray, North Salt Lake, north West Valley</p> <p>More efficient service, eg. Route 223</p> <p>Designated bus lanes on Foothill and 700 E to prevent bus delays</p> <p>Improved train service (10-30 min delays recently)</p> <p>Get rid of the Free Fare Zone to reduce unwanted travelers (loud, drug or alcohol-induced behavior)</p> |

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| | <p>Increased UTA police monitoring, including fare checking</p> <p>Free public transit for those at or below poverty level</p> |
| 1283 | <p>Maximum per-day charge sounds like a good idea. Seems practical, makes sense. My family really appreciates the opportunity to take the UVX for free. We don't do it often, probably 2-3 times a year. It's a neat way to participate in the community and experience Provo. We take it to down town locations and university place. If the free fare was gone, we would probably stop riding UVX.</p> |
| 1284 | <p>I ride UVX very frequently, at least twice weekly, as a way of "stopping by" businesses that I don't necessarily need to visit. UVX is uniquely positioned to enable this because it runs so frequently and through the middle of Provo and Orem. If there will be a fee, I will be more scrupulous with whether or not these trips are necessary, and I predict I will use it much much less. I am fortunate that I would not consider myself financially struggling, but I'm also not a student and would bear this cost myself.</p> <p>I believe that these small leisure trips to businesses have a significant positive impact on the local economy, just stopping by for a sandwich or seeing if there's something interesting at the mall. Not only would this change increase cost burden on people without vehicles (who are already disadvantaged because our area is designed for drivers), but I believe that it would reduce tax revenue and damage economic growth more than the money it would raise.</p> <p>Also the amount of traffic and crowding in Orem and Provo is out of control. UVX has a great impact on reducing it, so by introducing cost to the rider and therefore discouraging utilization, that will exacerbate an already arduous problem.</p> <p>UVX is unique, and by offering it for free it connects the center of Orem and Provo in a way that I would argue more than pays for itself. And even if it is expected that few people will comply with the fee, the requirement discourages honest people from riding recreationally. UVX is a fantastic and innovative program that truly modernizes Orem and Provo, and introducing a fee would downgrade it into "just another bus route."</p> |
| 1285 | <p>I'm commenting specifically on the changes to be made for UVX riders in Provo/Orem. I recognize that free fare funds have run out, but I would like put a word in nonetheless. I was in a car accident last year that wasn't my fault and it totaled my car. It took many months to have the insurance things squared away, the settlement transferred, and to find another car for our family. I was working full time and my husband was at home taking care of our small child. We rode UVX to get everywhere. Work, the library, the grocery store, doctor's appointments, pre-school etc. We are a low income family and it was a huge gift to be able to have a way to get to the places we needed during that really hard time. Here is what I noticed the many months that I traveled on the UVX. The passengers are often people who are low income and less fortunate or people who are trying their best to be reduce their carbon footprint. I met elderly individuals going to doctor's appointments and people who were in between homes going to their minimum wage jobs to just get by. I met teenagers who weren't old enough to drive going out with friends and having a great time. I met disabled individuals in wheelchairs or with broken legs that were able to use the handicapped seats provided at the front of each UVX. I met young parents who were exhausted and could just walk right on with strollers and get off where they needed to. These were the people I saw every day and it was beautiful. The people who are utilizing these services are in many cases (like my family was) entirely dependent on the UVX to get to any place. Many of these people are without cars or the ability to drive. I was so incredibly grateful that it was so easy to just hop on and off whenever I needed to. It has been such a cool and unifying thing for me and I was just so impressed with a system that made travel possible around Provo and Orem. I personally think that charging fare will snuff out a beautiful, rich, and unifying experience for all those who have been using UVX. It just won't be utilized as much. I don't know a solution to the problem of running out of funds. I'm not well versed in any of the financial comings and goings of UTA, but I'm writing this in hopes that something can be figured out to keep fare free on the UVX and keep the culture that this great service has created. Let's continue to make it easy to reduce our carbon footprint, help out less fortunate families and individuals, encourage unification of the city's people through transport, and keep Provo/Orem an accessible place for EVERY person.</p> |

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| 1286 | <p>The only change I have an issue with is the UVX fare. This is a core line linking a significant number of businesses and public hubs to each other. The free fare of this central back and forth line has created a central transit service that has greatly benefited businesses up and down this corridor by allowing greater access between them for more people. A way to keep this route free should be a primary goal due to the central nature of this route and service to so many people. There are more than 100,000 people living and working within a 10 minute walk of this route. As part of a plan to transition to more public transit and reducing vehicular traffic a free core route must be a central part. And adding a second that travels north along state in a similar fashion should also be a priority. This would link the valley in ways that can and will shape the future of growth and movement of people. Encouraging people to use their cars less, for travel in this corridor, for work lunches, shopping, etc should be a major driving factor for all UTA and transportation agencies at the state level. We are growing at an incredible rate and making sure we have the infrastructure to bear this is critical now before we need it.</p> |
| 1287 | <p>I oppose the upcoming proposition to charge the regular \$2.50 rate for rides. This free program has been one of the best uses of funds due to the wide impact and deep usage throughout the community.</p> |
| 1288 | <p>You are NEVER on time. Now you want to increase charges? If you are 10-15 minutes late, maybe we shouldn't have to pay. That (effecting your bottom line) might actually do something about being on time.</p> |
| 1289 | <p>I don't currently ride the UVX every day, but I used to. It's almost always full of people: working class people, students, mothers, and people just trying to get across town. It helped me get to work so I didn't need to buy another car. It comes quickly enough and reliably enough that it was a great solution for getting to work. I think there are plenty of people who use it regularly, who aren't students, that use it so they don't have to get another car or because they can't afford another car. Now that I have a job that puts me away from the UVX route, I don't use it as much. But I still use it when family comes into town. My current car is too small to take everyone somewhere. So we use the UVX to get us to downtown. Maybe people aren't paying for the UVX, but they use it to go to places to spend money or make money. I really hope that it remains free for everyone. I NEVER use the bus system like I do the UVX because it costs money. So if they started charging money for it, there would be a big decrease in usage and an increase in vehicles (at least!). It also gets people downtown.</p> |
| 1290 | <p>Charging for UVX services would be a terrible idea. Don't do it.</p> |
| 1291 | <p>It will make it harder to get to where we need to go.</p> |
| 1292 | <p>KEEP the 20% discount on farepay cards and ADD the capping feature.</p> |
| 1293 | <p>Please fund for those who need this service</p> |
| 1294 | <p>I think this service should continue to be free.</p> |
| 1295 | <p>Please don't start charging for the UVX. So many of my friends and coworkers rely on that bus!</p> |
| 1296 | <p>Garbage. Why do you guys have to make everyone pay for transportation even worse.</p> |
| 1297 | <p>By dismissing the free UTA transportation impacts not only students by families who are in desperate need of that option to get to jobs.</p> |

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| 1298 | I don't use the UVX as often as I used to because I in a location where it is not needed, but for 2 years prior I relied on the UVX as a main source of transportation. There are many reasons why I think the UVX offers added benefit to the Provo/Orem area, much of which would be lost if no longer free. The UVX helps control traffic during BYU game days when the roads are already crowded. The UVX allows students to travel to school safely in the winter months while still avoiding heavy traffic. It is also a great public service to the community. It allows people who can't afford cars to travel to and from work to earn a living. If I were to pay for the UVX, it could cost me close to \$3000/year. If the UVX were to cost money, we would see a rise in the already challenging parking crisis in Provo. Pollution would increase as many would alternatively drive. Also, it does not make sense to pay to just travel from BYU south campus to BYU north campus. And think of the missionaries in the MTC who use the UVX to do good and spread joy. |
| 1299 | Shame on you! Shame on your greed! Shame on your selfishness. Curses upon you and your families. Booooooooooooooooooooooooooooo |
| 1300 | Finances are such a big burden on people! Huge! So to have transportation without having to pay has been a huge blessing to my life and many others! Plus I feel like the whole point of the UVX was to give free transportation. If not, then why didn't we just keep using the buses that people have to pay for. |
| 1301 | Please do not add a fee!! This is such a resourceful tool in our community. It provides a stress free way to get to places that are needed. |
| 1302 | I understand the desire to include a fee for using the UTA, however it would hurt the resolve to be environmentally sustainable by taking public transit. Especially since the target audience is the poor college students or those that need transportation for free/cheap. If there were a fee, I would recommend not more than \$3. |
| 1303 | Hate the idea, college students should ride free because they are broke everyone else can pay |
| 1304 | I am only able to get around because of the buses, and as a student I wouldn't be able to afford to ride as much as I need to. |
| 1305 | Regarding UVX, riders SHOULD pay a fee. Gasoline is not free, maintenance is not free, bus drivers are paid, and road work and traffic lights are not free. I see the UVX buses every day, and they seem to carry very few riders. Customers should expect to pay for services rendered. |
| 1306 | It is my belief that public transportation is a public service, and serves an especially important role in reducing emissions, providing marginalized groups who may not have cars access to services outside of their normal walking distance, and reducing congestion by providing an alternative to the expensive practice of driving. In Utah we don't have any public roads that charge a toll. Roads are maintained through tax money, allowing anyone who drives to have their lifestyle supplemented by those who don't. It only makes sense to take a fraction of that amount, and use it to keep existing fare-free services fare-free, while evaluating the feasibility of reducing fares on other services. Public services should not be expected to make money. We don't expect roads to directly fill our coffers, or firefighters to make a profit on every building they save. We should not expect public transportation to be profitable from fares, as that ignores all of the other benefits that we as a society gain from easier access to public transportation. |
| 1307 | I think it's better not. I saw a lot of Latins and homeless didn't pay the fee. It's not fair for everyone if the most people make the fare. But the bus still needs to continue the service. How about ask more tax for the bus service because the service can reduce traffic problems which are caused by vehicles. Once the traffic is better more and more people would be benefited. |
| 1308 | This is a nightmare! I can't access the tickets I purchased online and I can't see my regular schedule. |
| 1309 | The change that bothers me is the app for UTA. It quit working and what comes up now is a mess. I lost the online tickets I purchased and this thing is unbelievably awful. I can't find the changes you are talking about. |

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| 1310 | Terrible idea- keep UVX FREE |
| 1311 | Could you also add a change to the FAREPAY cards to be connected to the Transit app? In other words I would like to link my Ucard to the app. Would that be possible? |
| 1312 | This would be an extremely inconsiderate change considering many many college students use UVX, if not all students. If this change were to happen, many students wouldn't use UVX and what would be the point of it? Changing this and changing students doesn't seem like much but it adds up quickly, making it impossible for some to get the transportation they need. |
| 1313 | Changes affect myself and my community by permitting affordable access to UTA services. Many students use the UTA daily as a means of travel, these changes would greatly affect them negatively. |
| 1314 | Please keep it free! Happy to have my tax dollars go to this! |
| 1315 | This should remain free for special needs people, many of them do not have income so cannot pay for the service they need. |
| 1316 | It's good that the regularity of some bus routes will be adjusted. |
| 1317 | Please leave the bus charges free for people with disabilities. |
| 1318 | Free public transit is important for this community. Especially when we are trying to encourage more people to take it, drive less, reduce vehicle emissions and traffic. Adding a fare will discourage that. We pay taxes, there's money to pay for bus maintenance. Take some for departments that are overspending. Though I am a student and will not be affected by this change, the community will be. High quality public transit is important for community development. Keep it free! |
| 1319 | As a young mom I use the UVX regularly to visit places around the Provo/ Orem area. We only have one car that my husband takes to work every day so without the UVX I would be entirely unable to visit many of the places we enjoy (Library, BYU campus, Indoor playground at the mall). We would not have it in our budget to pay for the UVX. Additionally, it is already stressful and chaotic boarding the UVX with our double stroller, so having to stop for payment would just add to the chaos of the process. Please keep the UVX free, it is one of the shining features of Provo. In fact, the UVX shouldn't even exist if it's not free, because at that point people might as well be taking the paid bus system places. I thought when it was built the plan was for it to be free forever. |
| 1320 | I disagree with charging a fee for riding the bus. We should be actively trying to get more people within the Provo/Orem area to ride the transit system. Utah County is filled with pollution. Charging a fee will result in lower quantities of people riding the bus and more people driving cars. Furthermore, our streets are already congested with traffic. |
| 1321 | I ride the bus to cut down on gas and the emissions smog seen in the Provo/Orem area. If there is a fare, it would give a lot of riders like me less incentive to ride the UVX. It would also affect people who ride on game days for BYU. |
| 1322 | Adding a fare would destroy my way of life and hundreds more like me: I eke out a living paycheck to paycheck and am able to do so because of bus rides to Smith's, to work, and occasionally to friends apartments. To add a fare would make my way of life impossible, even if that fare was "reduced." Public transport should remain public, not motivated by profit. |
| 1323 | Well my opinion is that kinda dumb because I always take this free UVX all the time so I don't know why you gonna charge \$2.50 for riding the UVX it is better than ok |
| 1324 | I would like for it to stay free for everyone in the community so that everyone can have this opportunity for transportation, regardless of circumstance. |
| 1325 | I think is one of the best services because it's free. It's a good route so please don't add any price on it. |
| 1326 | UVX should remain a free fare system. If issues of cost necessitate fare to be payed for UVX, the fare should be less than the currently proposed \$2.50. |
| 1327 | I think it will affect some people significantly to add a fare charge and shouldn't happen. I.e. non-students with disabilities who cannot drive. |
| 1328 | Please do not charge this, I have a student pass so I wouldn't have to pay anyways, but I know so many people that aren't students, and still use and rely on these being free to be able to get around |
| 1329 | My brother in law takes the UVX daily and would be one of those who would have to pay more. |

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| 1330 | I feel strongly towards charging per ride on the UVX. Many people rely on this transit for work, and charging per ride would negatively affect thousands of people |
| 1331 | With how much limited access there already is for transportation in Utah County, I believe it to be unreasonable for citizens to pay to ride. |
| 1332 | <p>I believe that it is a mistake to charge for rides on the UVX because it is designed mainly for students and used mostly by students, and they will almost certainly be granted free rides through their university even after the change day. Increasing the price for everyone else will alienate potential users who are not students but would otherwise want to ride.</p> <p>Another issue is that this change will add significant burden to our lowest income residents who rely on the UVX to get groceries or to get to work, as anyone with a car will most likely not be willing to pay an additional \$5 for a trip they can take quicker and cheaper in their car. But those without cars will be forced to shoulder the extra cost.</p> <p>I'm planning to purchase a home near the 300 S stop, and would love to be able to take the UVX to go to the library, Smith's or Center Street, but I'm not willing to pay \$5 for the round trip or even ~\$50 per month on top of the cost of my car. The UVX is useful to me only for trips up and down University Avenue between 500 north and 300 south. If I want to go into Orem or to the small Walmart the UVX would take around 45 minutes vs a 10 min car trip. Since I cannot reasonably take the UVX for most trips I cannot justify adding the cost to my budget.</p> <p>When there is a good network throughout Provo that would allow me to take most trips in town with transit nearly as fast as car trips, I would absolutely pay \$50-100/month or more as it would replace most of my car usage.</p> |
| 1333 | I don't think they're great |
| 1334 | Good service we need it |
| 1335 | It will hurt a lot of people to charge per ride |
| 1336 | Payment of plans? Mostly keep it free it's important to a lot of people |
| 1337 | We need this were students |
| 1338 | Valuable service please keep it free |
| 1339 | Please keep free |
| 1340 | Please keep it free |
| 1341 | Please don't sunset the zero fares on UVX Bus Services in Orem and Provo. This was my favorite part of using transit and using it with my friends and family. This will disincentivize transit usage and worsen traffic. |
| 1342 | I am disabled and unable to drive. Removing the UVX Zero Fare program would reduce or outright prevent me from picking up my groceries, much less taking part in the rest of the local economy. |
| 1343 | <p>I submitted a previous response, but want to add a couple more comments:</p> <p>It would be extremely useful for any non-student residents if the UVX did not take a 20 min detour around BYU. Maybe we could have a BYU specific line and then another that goes straight through the rest of University Avenue and then makes a left on University Parkway.</p> <p>The UVX has one only stop at UVU, so why are there 4 stops around BYU? This adds too much time to the ride for non-students, and makes the UVX not a viable option to get to Orem as it takes 2-3x the time compared to a car.</p> |

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| | <p>I believe we should be emulating the Salt Lake City Trax system by making nearly every area of Provo/Orem accessible by transit that comes every 5-15 minutes. The traditional type of bus that comes every 30-60 min significantly limits accessibility.</p> <p>Also please make the UVX/Trac/Fronrunner run on Sundays.</p> <p>I understand funding is limited, but small expansions over time will significantly improve our transit systems.</p> |
| 1344 | The UVX system is wonderful. So grateful for that service for those in need of transportation. Please continue to offer free fares for those in need. |
| 1345 | I'm disappointed because now I won't be able to use the bus and I will have to drive or walk instead. I took the bus because it was free and better for the environment, but I can't swing the 2.50 per ride. |
| 1346 | Please keep UVX fare-free |
| 1347 | <p>Dear UTA Schedulers</p> <p>I live in Holladay and have been car free for over 15 years so rely on UTA for trips over one mile one way. I use UTA buses to get to Sugar House, downtown and other areas in the valley.</p> <p>I have a problem with transferring from west bound route 45 at Murray Holladay Road at 2300 East (223), at Highland Drive (220), at 4500 South and 900 East (209), and at 500 East (205). Also, East bound route 45 at 3900 South and Wasatch Blvd (4). The Route 45 gets to these intersections past the time necessary to make the transfer to north bound buses.</p> <p>An easy solution would be to have the Route 45 leave Wasatch Blvd. and 3900 South 5 minutes earlier and leave Murray Central 5 minutes earlier.</p> <p>I hope you can implement this simple change. Thank you.</p> <p>Doug Stark 2698 E. Wren Road Holladay 801-277-8538</p> |
| 1348 | <p>The UVX line is the lifeblood of the UTA system in Utah county and is the key piece that makes any of it worth using. The free fare has been super nice. If it weren't for the fact that most of the users get a pass from BYU or UVU the addition of a fare would kill usage. Paying fares without a card is a royal pain in the butt.</p> <p>Also, there is no UTA access to any parts of Lehi north of State Street. That makes the system very hard to use since the nearest stop is a mile away from my house.</p> |
| 1349 | The changes to the FarePay card are poorly designed. With a \$40 a week cap on the FarePay for premium service it actually comes out cheaper per month to use FarePay than to purchase a premium pass for \$170 a month. There is then no reason to ever purchase a pass unless subsidized through school/employer. |
| 1350 | Please don't charge for the UVX service, our student budget wouldn't afford paying every day :(|
| 1351 | Please do not change the discounted fare for Farepay card users. I ride the bus daily, but usually only need to ride one-way. With the current discount I only pay \$2 per day. The proposed changes would increase it to \$2.50, which is a substantial change. The extra \$2.50 a week is a whole day's worth of fares for me. Do NOT tell me that it's okay because of reduced fares, etc. That does not apply to me. The new structure for Farepay seems like a way to make more money for UTA. It ONLY benefits people who ride more than twice a day. What percentage of your ridership rides more than twice a day? |
| 1352 | Seniors will be hurt, and I will be less able to ride - I have already had to ride less because my Old Maeser School area is served by only 1 bus route instead of 3 - also I am nervous locking my new ebike near bus and UVX stops at 100 South & Center , in Provo |

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| 1353 | I read that most people will not have to pay but I didn't see who. I'm a student, I live near campus but the uvx is faster. If I have to pay, I won't ever use it. I'm only ever in it for two stops. If it is free for students, I don't want to have to scan or swipe my ID every time. I always have it on me but that's a pain, especially when there are a lot of people at the bus stop or I'm coming to the stop from the opposite side of the scanner |
| 1354 | I do not agree with the increase in the uvx rate, I am a student not of byu or uvu and it would be an extra daily expense that I would have to pay and I would not have enough money to pay the uvx and that would be a problem for me and thousands of people who use it daily to go to school or work |
| 1355 | I am strongly in favor of the max daily fair for fare card users and the expansion of subsidized passes. |
| 1356 | I would like to keep it free so I can afford it |
| 1357 | While I understand the financial pressures that may lead to such a decision, it's important to consider the broader impact. This fare could significantly burden daily commuters, students, and low-income families who rely on UVX for their only transportation. Accessible and affordable public transit is a cornerstone of an inclusive community, offering everyone the opportunity to participate fully in society regardless of their financial situation. |
| 1358 | I am a BYU student and even though I have a car I really like using the UVX to get around town. Starting in the fall I will be taking the UVX almost daily so I don't have to drive to school. As long as BYU is still able to cover the fare I will still plan on using the UVX on a daily basis. |
| 1359 | One of the greatest perks of living in Provo is the free fare for UVX. It helps with event control around BYU and downtown like races and Freedom Festival. It's a great way to get kids to library programs (especially when both parents work). Will students qualify for FARE passes? Will UVX be free on event days? I worry that the proposed system will be difficult in both those cases. Parking in Provo is increasingly difficult and such a simple transit system has helped to alleviate that, especially downtown. |
| 1360 | I wish that the UVX would remain free! I feel like a lot of people benefit from riding it and can't afford to pay. My roommate is from Peru and she uses it to get everywhere. It would be a huge financial strain for her if she had to start paying. |
| 1361 | I take the uvx everyday to go to work. The charge will affect my budget significantly 🙄 |
| 1362 | I just don't like driving when I can ride a bus and not have to worry about parking |
| 1363 | Please don't charge fees for people who ride the bus, the people who ride it are the people that can't afford other means of travel between those routes especially for the campus stops |
| 1364 | I'm grateful trax is departing every 15 minutes on Saturday now! Wahoo! It would be appreciated if you would make sure your riders get to front runner after a jazz late start game. It would just mean the last trax would do one more run to arena and back to salt lake central. You guys go above and beyond for U of U and other events. It makes sense to work with your jazz riders. There are a lot of us. *** I was recently involved in a bus bridge from Orem station to Provo station. A bus bridge implies that the train cannot take you so we will get a bus to take you from Orem to Provo. The reality was we have a bus route already going there and we will squish you on and continue our scheduled route getting you there in 50 minutes or so. Just tell it like it is. A bridge should just take you straight there. |
| 1365 | Absolutely hate it. Will make me avoid the transportation. |
| 1366 | It will be too expensive to ride it. |
| 1367 | I'm an international student at BYU, and although my wife and my fees are covered, the free uvx fare has been very helpful the few times my family has been able to visit us, as with my student salary it is not possible for us to ever afford a car. |

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| 1368 | I am a little conflicted about the proposed fare. I am a college student, so I would still ride free, but I was thinking about all of the people who don't have money to pay for the bus. For example, to go to work and come home for me would be \$5 per day (without being a student), which adds up quickly. There is a population of people who use the bus in the winter because it's a warm place, and a means to get to their destination. If they don't have the money to use it, it would be very detrimental to them. I'm not familiar with what makes people eligible to ride free besides studying at the university, but it is something that I was thinking about that would be important for this decision. |
| 1369 | The only thing I don't like is the proposed change to UVX. Having one free bus is EXTREMELY helpful epically when I am low on cash and it is the only way I am able to get to work. |
| 1370 | Hi. I'm really concerned about the UVX charging a \$2.50 fee. I would like the UVX to stay free because having to pay \$2.50 each way every day, or having to buy an \$85 monthly pass, gets really expensive over time. It will probably make it to where I have to ride my bike on sidewalks that cross dangerously busy streets. The roads are really busy in Orem, and I feel safer on the UVX. But I will have to start riding my bike instead of the UVX if the UVX starts charging a fee. Please keep the UVX free. Thank you! |
| 1371 | Please keep the UVX bus free. It's nice having a free public transportation service on University between Orem and Provo. If the UVX starts charging fees it will cause me to have to walk to work, which will take me a lot longer and could be a hassle on bad weather days. |
| 1372 | I don't think you should end the free UVX line. It would cost more in slowing things by collecting fares, enforcing, etc than it costs to offer it for free |
| 1373 | Many people in Provo/Orem will be negatively impacted by sunseting the free fare program for UVX. It is already very difficult to reliably get anywhere on time using UTA services in this area, which broadly discourages use of these services for those who would otherwise drive. Having UVX as a free fare service curbs this somewhat for people that route benefits. We should be doing more to encourage new public transit riders to relieve our congested and crumbling roads and increase our air quality. More services should have reduced/free fare, not less. |
| 1374 | As a BYU student, I ride on UVX often and have never remotely been concerned about safety. Additionally, if only 10-15% of riders are non-BYU/UVU students, is the change to charge these people worth the financial benefit, especially considering who they are? It seems to me that most non-students who ride UVX do so because they have limited access to a car, and are likely financially compromised. Also, this change serves to discourage use of public transportation in favor of driving a car, which has undeniable negative environmental impacts. |
| 1375 | There shouldn't be the change for UVX to have the same fare. The reason it's has that 10-15% of the people using it is due to often broke/limited funds college students trying to get to and from campus. OGX is extremely useful for the students at Weber State and we all appreciate the fact that we don't have ANOTHER fee on top of the rest we are always paying. It is the same in Provo/Orem. |
| 1376 | Please resume the 460, 461, 462, and 463. |
| 1377 | At first, I was worried about a fare being added to UVX, but when I learned it was still "free" for BYU/UVU people, and that the funding for free UVX fare was gone, I relaxed. Unfortunate that the funding is gone, but the same amazing transport service will be available, which I appreciate. I'm also happy to see the spending limit change for those with UTA fare cards. All in all, very fair, & I really appreciate the transparency. Keep up the amazing work. I truly believe we have one of the best public transit systems in the country. |
| 1378 | Would this still be free for students? I don't have \$5 a day to get to and from campus. That would total to \$325 a semester, which would become \$2,600 by the end of college, just to get to and from school. You also have to remember that I have to go grocery shopping and other errands each week. At that rate I should just buy a car and contribute more to the already terrible Utah carbon emissions crisis. \$2.50 seems like a bad deal to me. You should poll to see how many Utah Orem riders are students, because I'm sure it's the overwhelming majority. Isn't that why it was free in the first place? |
| 1379 | Keep UVX fare free! It is a major vein through the heart of Provo and helps a lot of people get where they need to go |
| | UTA should be at a minimum, cheaper than Gas for my hybrid vehicle. It should also run frequently to be reliable. |

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| 1380 | <p>I don't use it, but cost and time is the main reason.</p> <p>I can take a 15 minute drive to work for cheaper than front runner and a bus. That should not be how it is. Learn from the dutch.</p> |
| 1381 | Will spouses of BYU students be able to ride free? I am still a byu student but my wife recently graduated. Can she still get free fare? |
| 1382 | I am a huge fan of public transportation and fear that if a fee is added for the UVX, Utahns will continue to predominantly use their cars. Also, even on BYU's campus, where all students are given a card withbus access, this will make the riding process more stressful and much slower. |
| 1383 | Currently I have a student ID for using the train regularly, but this was only this year. Previously I have ridden the UVX quite often and it's a tremendous help, especially with no fare. While most of the people who use it regularly are students, the other percentage of people who aren't still ride the UVX regularly and I'm sure a lot of them need it for their commute. I think it would be difficult for others who rely on this service to pay regularly as that cost can stack up quite a bit. I think the reduced fare elegibility and maximum charge amounts for the farepay are great to help things be less costly for those who can't afford it, since so many people rely on public transport. |
| 1384 | I've used the UVX to get to school and work. Now that I'm out of school, it's nice to be able to still take it without having to worry about fares, especially since life expenses are stretching my husband and I thin. We don't need another expense to add to the perpetually growing list of price increases. While the fare may be small, it'll grow with multiple uses per day and week. |
| 1385 | I use the bus twice a day, 5 days a week. If the fares would be \$2.50 each, I would be paying \$100/month to get to school or work. This is simply too much on a student budget. It is cheaper for me to drive myself to school and work everyday with my own car. By doing so, not only would I increase emissions in the area, but I would also contribute to the already overwhelmed parking situation in Provo. Please don't increase the fare for UVX! |
| 1386 | This bus serves mainly students so making it cost money would hurt the community. |
| 1387 | I appreciate the drive to maintain low costs and benefiting frequent riders, however these things are unclear. Please post more about who is eligible in clear, simple language. Overall, I'm disappointed that there's a charge now. |
| 1388 | I won't be able to take the bus anymore because I ride it to and from school everyday and I can't afford to pay \$5 a day |
| 1389 | I think the far should stay as it is because it saves money for me and many others. |
| 1390 | I like riding for free because I'm a BYU student. |
| 1391 | I think these are good changes. I'd also increase the frequency of bus route 871– once per hour isn't sufficient for commuter needs, and keeps ridership lower (seen as a hassle). |
| 1392 | They should not charge for rides because it adds up fast when you are taking the bus every day while having to pay for school at the same time. |
| 1393 | I use the bus everyday and with worrying about rent bills and car insurance it would suck to have one more thing to worry about paying for. |
| 1394 | Utah needs free public transportation to combat climate change, overcrowding, and transportation issues for the economically challenged. Free transit is a good will gesture and is the way of the future. |
| 1395 | As a college student, I find myself trying to save money in every way I can. I take the bus because it saves money by being free. I would greatly appreciate it if it could stay this way. |

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| 1396 | <p>Please don't change it. I ride the bus every day because I can't afford a car. This is a great public service. If the fare goes up it will affect my ability to get to work and to get out and about in the community. I work too far away to walk or bike, but not too far away take the bus. Provo and Orem is filled with poor students who can't afford to pay a fare every time they want to go out. A change like this would significantly reduce the amount that me and my friends take the bus, and likely many others. Instead of people who take the bus because they want to, it will be filled with people who only take the bus because they have to. Please, I genuinely enjoy taking the bus and don't want to have to switch my mode of transportation. Additionally, this change would be worse for the environment, since more people would take cars due to convenience and cost. Also, for reference, even San Francisco buses are cheaper than this.</p> |
| 1397 | <p>My UVU bus pass still works, so I won't mind so much. I think I'll need all the financial help I can get.</p> |
| 1398 | <p>I would love for UTX to continue to be free to ride, at least for students. My children and I have a UTA pass through my husband's employment at BYU, but their use of UVX will decrease significantly if their friends aren't able to ride for free.</p> <p>I would also love to see FrontRunner run on Sundays.</p> <p>I would just love for Utah's public transit to be more robust in general</p> |
| 1399 | <p>Les pediría que por ahora no cobren , por cuánto estamos en recesión, los sueldos no son aumentados y las cosas han subido</p> |
| 1400 | <p>One of the few positive things that Utah County has done. Public transportation is not supposed to be financially sustainable, it's supported by the government for the people. Don't charge people for what they shouldn't have to pay for.</p> |
| 1401 | <p>I support fare capping, but I think it shouldn't replace reduced fare on Farepay cards.</p> <p>I STRONGLY disagree with the proposal to institute fares on UVX without an option to pay with cash. This is an equity concern, and seems like a Title VI violation. Often, the most vulnerable community members only have the option to pay with cash. Some folks can't open a bank account and only get paid in cash. What happens when someone can't find a nearby store to buy a farepay card with cash, and then gets a ticket for fare evasion? (By the way, it's EXTREMELY hard to find where farepay cards are sold). At the bare minimum, UTA should not conduct fare enforcement on UVX until cash payment is an option.</p> |
| 1402 | <p>Please don't start charging a fare for UVX. I work at a nonprofit that helps those of low income. Transportation can be a barrier for those of low income. Also, I know our guests use UVX to get to our agency as we are located right next to a stop. Charging a fare will hurt those we serve and other low income community members. I hope a way can be found to keep that crucial transportation network free.</p> |
| 1403 | <p>Please DO NOT start charging people for the UVX! UVX has been so great because of there being no cost and will disincentivize many people from taking the service as well as being a burden on those with little resources. There will be more people who will drive resulting in more traffic and more carbon emissions. Please do not punish those who either don't have the means to have a car of their own or who are making a conscious decision for the environment/ their health.</p> <p>I do not have access to a car myself nor am I in a position to be able to afford one. Please do not move backwards on the progress you have made. Thank you.</p> |
| | <p>I feel the Farepay caps should be reconsidered and drastically lowered or the 20% discount should remain for farepay discounts. This method punishes those who take that train ~8 stops or under to work each day. I take the train from Lehi to Provo each day and back for work. With the discount I pay \$6 but without it would be \$7.40 round trip. I'd be back to paying the \$7.40 in this new method. The extra \$1.40 daily really adds up over the months and years.</p> |

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| 1404 | <p>I think that the vast majority of commuters who pay for the train themselves don't travel the entire length of the track. The cap isn't helping the majority of regulars who need a break on expensive costs of travel. Punishing short distance travelers isn't going to encourage more commuters to get farepay and take the train which I think should be the goal here. I know there are costs to running the train but more customers = more fares. The capping really doesn't help the majority of commuters assuming I'm understanding the premium cap correctly.</p> <p>Also, I do feel a bit disappointed that UVX is not continuing to provide free service. I take the bus only two stops and it feels a bit frustrating to have to pay \$5 a day for that short of a distance. It is just far enough that walking isn't an option. If there is any way to secure funds to help continue free service I hope that option was at least explored. Again it's the commuters who don't have work support their travels that bear the brunt of the increase.</p> <p>I have been very enthusiastic about public transit since I started taking and I hope the prices remain manageable to encourage more people to use it and expand service. I sure wish that I had a job or school helping me but I don't and it can be frustrating to figure out commute budget. Thanks for asking for comments.</p> |
| 1405 | <p>I am against the increase of changes for those using a fare card. While this is not that much of a change it increases my daily cost from to 10 dollars a day. I take the frontrunner to avoid traffic and to save on gas with that increasing cost. Having my trip cost 10 dollars a day makes it difficult to take the train. I lose about an hour each day taking the train and so increasing the cost almost wouldn't make it worth it.</p> |
| 1406 | <p>Please increase service on the 201! It's so hard getting to and from work and appointments when the bus only runs every hour. I'd ride UTA more often if the 201 increased to every half hour, and it would getting around that part of town abundantly easier</p> |
| 1407 | <p>As someone who rides UVX almost daily I implore UTA to keep UVX free for everyone. I do not have a car and for the four years that I have lived in Orem I have relied on UVX to get me where I need to go. I am extremely careful about how I spend my money and the free fare on UVX has saved me over \$1000 over the years. Unfortunately UTA will lose me as a customer if UVX starts charging a fare. Once again, please keep UVX free for all riders.</p> |
| 1408 | <p>Knowing how important it is to reduce traffic in Little Cottonwood Canyon, we tried to ride bus 994 in February to go to Snowbird and Alta. It was possible to load at Historic Sandy, and at Alta at the end of the day, even though the bus was often packed beyond recommended capacity, like a can of sardines. At later morning stops and at Snowbird in the afternoon, the bus could not fit many who were wanting to load. We felt that we had to drive.</p> <p>More busses, running on a more frequent schedule during the ski season are needed to meet the demand.</p> |
| 1409 | <p>I think 2.50 a ride is way too expensive, especially if a monthly/yearly pass is not offered. My son and I are stuck at home all day while my husband takes the car to work. We LOVE taking the UVX to run errands or simply explore the city more. If we had to pay each time, we would stop riding.</p> |
| 1410 | <p>I purposefully utilized the UVX system when I can. It gives me less of a burden to not have to be charge. I do wish to have a charge for this service, which has been a huge benefit to people here in Provo and Orem. The charge would be a hassle to those facing financial inconveniences. Especially to college students of both UVU and BYU. I hope this service can still be free of charge for us. Thank you.</p> |
| 1411 | <p>\$2.50 per ride for UVX is a little high. It's the same price as frontrunner. Either lower the cost per ride for UVX, or have a cap of \$5.00 a day for any UTA transit</p> |
| 1412 | <p>I know UTA cannot benefit every customer. This change will help the frequent customers, which I believe is the most important people to look out for.</p> <p>I, on the other hand, am a teacher. I wish UTA could provide a teacher benefit for the Ogden/Weber School Districts, since many of our schools have many bus stops at or near the school they work at.</p> |
| 1413 | <p>I feel it would be unfair to charge a fee of 2.50, especially for students. I take the bus almost daily and the costs would add up to be something I cannot afford. I would no longer afford to be able to take public transportation, so then where am I left?</p> |

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| 1414 | I feel that the "sunset" (great rhetoric, give that guy a bonus) to the free UVX would cause a lot of problems and added stress to many Utah Valley residents. |
| 1415 | Don't add a fare to UVX! We young people are poor and rely on UVX. |
| 1416 | Make 513 a longer route so that I can be able to go back home |
| 1417 | Why does the southern half of Fronrunner get more trains during the week? 30 min service starts at 3pm for those south of SLC, but those of us north of SLC have to wait until almost 5. I know UTA loves SL and especially Utah county, but don't forget about Weber, Davis, Box Elder. |
| 1418 | So I am a student so it doesn't affect me but I am aware of other passengers who like/need the UTA to be free to get to school or work. |
| 1419 | Route 17 should run every 30 minutes. |
| 1420 | <p>UTA needs to up the frequency of all of their routes and get rid of the once an hour service. UTA needs to expand the time in the morning and at night along with frequency as well as including additional add extending light rail, lines as well as front runner lines. UTA needs to run 365 days a year, including Sunday service on the front runner and not waiting years for that to happen. It needs to happen now it should've happened yesterday. The fairies need to be lower on all modes of transportation, including PARA TRANSIT. With Utah being a state that project itself on being an outdoor adventurous state, this state needs to actually have a better form of public transit, Jesse for disabled people who are on low fixed income. Beings that this state is supposed to be known for us outdoors, skiing and other outdoor adventurous making it so that's throughout the entire year. There are buses, light rail, front runner style trains, and even high-speed mag lab style trains should be running all over this state and connecting people so no matter what city you live in or want to go in to in Utah, you should be able to pick up and travel there just as easy as it should be to go from where you live in your own city down the street to a destination that you've picked but yet it should be just as easy as doing that, but yet you're being able to go around the entire state so no matter what city or town you want to go to and you should be able to get there within less than an hour or two around the clock every day of the year. For example, let's say a person is listening to the radio on a Monday and they live in downtown Salt Lake for example, let's say an advertisement says that there's a car show in Salina Utah and it's going to start on Tuesday from 7 AM to 10 PM and it's a free car show and you as a person don't have anything you're doing so you want to go down there but yet you now realize that UTA doesn't even serve that area? It would be nice to be able to hop on a light rail train right to the front runner station catch a front runner from downtown Salt Lake City ride down to Nephi Utah and then transfer to another front runner style train right down to Salina. Get off the train catch a bus or some other service service from there over to the event enjoy the event whether you're just gonna be there for a few minutes or you spend the entire day there, then you get back on the front runner train ride back home and go to bed in your own bed. Maybe if UTA would actually produce real surveys that were not biased to what UTA wants to do but actually cares about what we the people who ride UTA want to see happen. Maybe we could get some real results? Instead of asking people how often we ride the bus or light rail, UTA should be asking people. How often would you like to be able to ride so that you could get a real note on what people are looking for? When UTA does not ask the right questions if a bus runs once an hour and you say you ride once an hour then it looks like UTA can say oh well then it looks like we don't need free service, another thing that just came to mind is that on the low floor light rail, trains when you drive your wheelchair on to the train one side of the seats that flip up, there's a yellow lever that you have to pull and on the side that would be considered as the driver side of a vehicle you can easily reach the yellow lever to lift the seat the side that would be considered as a passenger side of a vehicle. The yellow lever is clear at the opposite and further away from the doors</p> |
| 1421 | It has to be free |
| 1422 | Please extend the Trax to Herriman! I did not see any plan to extend the Trax to Herriman in the UTA 2050 plan, which is very sad and unfortunate. We need the Trax in Herriman! |
| 1423 | I believe fares in the proposed manner is acceptable. But not at the rate of \$2.5 one way. It must be more accessible and cheaper than a car, if the goal is transition away from private transport. |
| 1424 | The rich don't ride the bus, the people with money to spare don't ride the bus. The people struggling everyday to make better of their situation are the ones who must ride the bus. Don't charge the people who dont have much, charge the ones riding on the backs of the poor. |
| 1425 | I don't understand why you can't have a system that charges incrementally for distance traveled. Why does it have to be \$2.50 to go just one or three stops? Seems like this would be quite doable. |

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| 1426 | <p>At first I was disappointed that the Farepay discount was going away, but I'm excited for the daily & weekly fare cap. It makes it much easier to budget travel costs and I'm no longer afraid to run multiple trips. I'm sad that the free UVX is going away. It was so great hop off and on for short trips when it was too hot or too rainy to walk.</p> |
| 1427 | <p>Our background: We gave up our car in 2010 to save money. We had 3 kids then, and now we have 5 (4 at home). We still do not own a car and love walking and using the bus wherever we go. We have lived in Provo since 2015.</p> <p>1) UVX fare: The UVX is popularly known around our neighborhood as "the free bus" and it has encouraged some who are nervous to try public transportation to give it a try (especially moms with kids). I think anyone in our neighborhood who isn't a student probably won't use it anymore. In our family's case, we would use it about the same, since all six of us have BYU affiliate passes.</p> <p>I know some families who live closer to campus are worried about parking near campus being an issue if UVX isn't free. A campaign to remind BYU students to USE THEIR CARDS might be necessary since most students don't realize the goldmine they have in that card! :)</p> <p>2) Fare cost in general: I have always found the fare pricing system for UTA a bit confusing and expensive, and it kept us from using the buses before we got our BYU passes unless distance made it absolutely necessary. We lived in Albuquerque before that and used their buses often because their fares were simple and affordable: \$1 each way, children under 12 free. I would prefer to see that model in Utah and to get rid of the transfer papers. I think the bus would appeal to more families if they knew children were free. And finding a few \$1 bills to take the bus is much easier than two \$1 bills and 2 quarters! And there's no worry about losing transfer papers or missing the transfer window.</p> <p>3) Fare capping: I think having a max amount for the FAREPAY cards, whether for daily, weekly, or monthly is a great idea and seems very fair. It also incentivizes using the FAREPAY card in general, which will be necessary if there is no longer a 20% discount!</p> <p>4) UVX route: I want to take this chance to ask (plead!) that the UVX normal route go back to including the Provo Towne Centre mall stop. The East Bay loop is far too inconvenient even for regular riders like us (and it's too confusing for first-time riders). With a Target coming to the mall, there will be families, students, and individuals (including us!) who will occasionally buy groceries there and having a bus right nearby could be a lifesaver. Since the 821 bus route *already* goes to or nearby the other two stops on the East Bay loop, I suggest that the East Bay loop isn't necessary and could be replaced with an increased frequency in the 821 route during commuting hours (and perhaps an additional stop at the corner of 1700 South and East Bay Blvd). The normal UVX route could go to the frontrunner stop, then the mall stop, then head up University Ave to the 400 South stop and so forth.</p> <p>Thanks for reading!</p> |
| 1428 | <p>I think the changes are good. However, I think UVX should operate similarly to the TRAX line. Certain section should be free, perhaps from Orem station to Provo, and the service should be extended down into Springville, Spanish Fork, and Payson, and also into Lindon, Pleasant Grove, American Fork, Alpine, and Lehi. That said, I'm a BYU student, so my fare is already covered. Alternatively, if concessions are already being made for the poor, it should be made clear that the case, so that warriors of justice aren't accidentally subsidizing the free fare for the rich by advocating for no fees to be added to the service for all riders.</p> |
| 1429 | <p>UTA should be free all year round. I already pay taxes to keep this going. I may not use it as often as I'd like but the amounts paid piles. other people who depend on it must be paying so much when they're already paying for this in other ways. If you're too greedy to make it free, REDUCE cost. Don't preach in the state of Utah that you care about 'opinion' of its people only to do the opposite of what we ask for after you asked for our opinion. if this is all for show to pretend you care, it only makes this worse, because now you're just mocking us thinking you care of our opinions.</p> |
| 1430 | <p>Horrible idea. Changing the fare will harm a lot of people.</p> |
| 1431 | <p>Do not get rid of the Fare pay discount. That is such a stupid idea. If you are to do anything just get rid of fares all together.</p> |

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| 1432 | I live less than 2 blocks from the Center St. stop and used to work at the closest building to the BYU North stop. I used the bus more than weekly to commute. My kids have used UVX to randomly go a few stops to the library, other locations downtown, or the Provo mall. I love the ease of use. We knew to expect that the bus would eventually charge a fare, but I'm most concerned with the Farepay system—hard to understand, not purchasable at station locations. In order to preserve the ease of use and convenient transit for big events, I'd propose either free days for events (at BYU Stadium for example) or an easier system to accept payment on-demand. Perhaps a free central zone like with TRAX in downtown SLC. |
| 1433 | I believe this should be kept as affordable as possible. |
| 1434 | Why are you changing the fare? 2.50 on the bus and traxs reasonable price. Then farepay card 2.00 a ride with the tap on tap off. I ride 5 days a week from Ogden to salt lake and back for work keep the fare price the same. |
| 1435 | I think you guys should keep uvx free forever and not be charging fares beacuse people that don't have enough money for a bus need to get around. Or people around town in Provo and Orem that need to get around free fare is convenient to everyone |
| 1436 | I am no longer in college but I was there when the UVX came in. It helped a TON and I consider it (including its free fare structure) a critical part of the transportation infrastructure of Provo/Orem and the surrounding valley. I know it was funded by a grant, but I think it's critical to pursue other funding resources to make sure there is a free and reliable way for people who utilize active transportation to get around the backbone of the city. This helps everyone, including car drivers, by freeing up parking and keeping vehicles off the road. I am very much opposed to raising fares. Thank you. |
| 1437 | I think that this is a blatantly bad move for UTA. Not only are fewer people going to use the bus but a lot of businesses in Provo and Orem are going to be hurt. I'm thinking the Orem and Provo malls specifically. Not only that, but the proposed price is just ridiculous. Capping it at \$80 a month is about the same amount I pay for gas in a month, and I drive 300+ miles in a week as a pizza delivery driver. Not only that, but many of my friends and coworkers rely on the bus to get to work, and can't really afford a new \$80 fee each month. In a town that is already horrible for people who don't have cars, this is just a slap in the face. |
| 1438 | I lived in Utah County growing up, before the FrontRunner was created and assisted in picking my Father up from the bus stop each day after school due to his job being in Salt Lake. Now that I've moved to Salt Lake, and live near the Ballpark Trax station, I've been using Trax and the S-Line to get around downtown whenever possible. I unfortunately can't use UTA to get to and from work, but I'm actively looking for reason to implement public transit into my day-to-day, however, I would be alienated from this implementation if I was on the receiving end of raised costs of entry/participation. I have, and will continue to have a very favorable opinion of public transit but am not in a position the raised rates would enable me to justify the decision. |
| 1439 | I would encourage future UTA plans to increase service to western Davis County. I propose creating routes serving the following areas: a local bus route serving the Redwood Rd area in North Salt Lake with a transfer connection to routes 455/470; and an express bus route to/from downtown SLC to the various park-and-ride lots along the new West Davis Corridor; While I oppose eliminating the 20% FAREPAY discount, I am highly in favor of the proposed fare capping program for FAREPAY cards. This would encourage me and my family members to use UTA services more. I currently ride a local or express bus about once a week. With fare capping, I would be more likely to ride a UTA bus 5 days in a given week. I am highly in favor of increasing the income qualifications for the Reduced Fare FAREPAY cards to 200% of the Federal Poverty Level. This would encourage me and my family members to use UTA services more. With this change, I would qualify for a reduced fare FAREPAY card and I would likely use all of UTA services more. The cost of vehicle fuel/maintenance for my commute to work would far exceed the cost of using UTA to get to/from work once I receive a reduced fare FAREPAY card. |
| 1440 | No impact |

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| 1441 | PLEASE KEEP FAREPAY DISCOUNT AND UVX FREE |
| 1442 | We're a single car family with multiple small children. Having the UVX free means that my girls and I aren't restricted in where we can reasonably go while my husband has the car for work. Having to spend \$7.50 for the three of us to travel one way to get to the library, museums, campuses, and stores would mean that we can't go to those places anymore because it's not a financial expenditure we can afford. This limitation would be devastating to my childrens development and to my mental health as a mother. |
| 1443 | Please have read run on Sundays ☐ |
| 1444 | <p>To Whom It May Concern,</p> <p>I am writing to highlight the pressing need for new or expanded northbound bus routes from metro areas south of Provo with specific stops at Pleasant Grove Boulevard and North County Boulevard in Pleasant Grove. This area, a hub for business, offices, dining, and entertainment, is currently grossly underserved by the existing public transportation infrastructure.</p> <p>Key Issues:</p> <ol style="list-style-type: none"> 1. Excessive Traffic Congestion and Inadequate Road Construction: The vicinity of Pleasant Grove Boulevard experiences severe congestion, especially during morning and evening rush hours. This is exacerbated by ongoing yet insufficient road construction for the traffic needs of the area, leading to significant delays and frustrating commutes. 2. Environmental Concerns: The excess traffic contributes to increased air pollution, which is a growing environmental and public health concern to which UTA should be an active combatant. 3. Inadequate Public Transportation Options: There is a notable gap in available public transportation services connecting areas south of Provo to Pleasant Grove, especially for those commuting to work in this area. A recent review of the UTA service map identified only one northbound route (850 State Street) and an express southbound route from Lehi and Eagle Mountain. There were no options for anyone south of Provo. <p>Proposed Solutions:</p> <ol style="list-style-type: none"> 1. Expansion of Route 805 (Preferred solution since Fronrunner does not go to Payson): Extending the existing 805 northbound Utah County express bus route to include a stop at PG Blvd and North County Blvd rather than ending at UVU would greatly benefit the northbound commuters who already use this route and would expand use for others who would benefit from the additional stop north. This route would complement the already existing southbound express routes that pass PG Blvd from Lehi and Saratoga Springs. The cost to add an additional stop to an existing Bus route compared to creating new routes or options is minimal. 2. Bus Service Between Vineyard Station and Pleasant Grove Blvd: Establishing a bus route connecting the Vineyard station with Pleasant Grove Blvd would provide a crucial link for commuters who take the train north or south. Such a route would be an easy, low-cost solution. <p>These proposals align with UTA's commitment to offering efficient and sustainable transportation solutions. They would not only help alleviate traffic congestion and reduce environmental impact but also improve the quality of life for countless southern Utah County residents looking for a northbound commuting solution.</p> <p>I trust that the Utah Transit Authority will consider these proposals earnestly and look forward to seeing positive changes in our public transport system.</p> <p>Thank you for your attention to this matter.</p> <p>Sincerely,</p> <p>Zachary Harmon Payson citizen and longtime UTA patron</p> |
| | Hello, |

I'm writing to express my firm opposition to the proposal that the UVX transit line begin charging fare for its use. The ability to rely on the service for free has made it an indispensable option for many riders, particularly travelers visiting the area, those in need, or people who find themselves without another source of reliable transportation in the event of emergencies or other hardship, myself included. Please consider finding ways to continue to provide the service for free, especially where the precedent of free service has been set for the public for the last 4+ years, and the sudden change to require fare will come as a shock to many who are not able to keep up-to-date on these hearings or participate for various reasons. I understand that funding to operate it needs to come from somewhere, but being able to provide at least one UTA service for free is a massive benefit to the community, and (speaking from personal experience) leads them to use other paid UTA services such as the Frontrunner that they otherwise wouldn't have considered using.

1445

If a fare change is to happen, then more needs to be done to make the UVX accessible to the public without requiring so much interaction with regular traffic to get to it, like raised walkways that can bypass traffic and enhance pedestrian safety. I'm sure the considerations that led to the decision to put the UVX lanes in the middle of the road in some areas were complicated, but I have frequently missed busses and been denied service because I wasn't able to get to the platform before the bus departed due to traffic lights working against people trying to cross the street. I have even been denied service because the bus driver decided to pull away from the platform while they were still waiting for their light to change and could have easily waited, let riders on, and still departed when their light changed. I can accept these shortcomings if the service is free, but if it is going to require fare, then the line needs to be updated to make it a service that justifies the cost increase.

That said, please consider that the people who rely on this free service do so for a reason, and the lack of cost is a huge factor. As for myself, if fare becomes required, I will find other means of moving around the city for free and discontinue my utilization of the UVX. I suspect that many would do the same, and ridership will decline. Free UVX rides are one of the few things that I'm proud that Utah County has, and I have always enthusiastically recommended it to people. I would like to continue being proud of it and recommending it in the future.

Thank you,
Steven Brugger

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Public transit is the best part of living in Orem/ Provo. I ride my bike when the weather is nice. UVX is a life saver. When it comes to hills I can jump on and avoid bike issues (snapped chain-etc) or if I've already rode 30 miles and my body is exhausted. It's saved me several times when an unexpected storm comes.

I had issues with my car a year ago and decided to live without. I'm proud of not contributing to pollution. The cost of plates, insurance, repairs, gasoline, car payments and maintenance is unaffordable. I'm also very proud of my mechanical abilities to fix my bike and keep it running. Fixing a car is incredibly difficult without a garage and tools.

When visiting family out of state I was worried about taking UVX to the front runner and then taking the green line to the airport. Now that I've made the round trip twice it's a breeze. It's also a great way to visit the lake at the vineyard stop.

Exploring Utah valley has been so rewarding. I don't drink or party or eat out. I ride my bike 20-30 miles a day and I'm filled with gratitude because the landscape is so majestic and I feel safe and secure. I have a background in photography and I've done some amazing Timelapse photography.

Free Public Transit offers one huge benefit. The ability to be independent. UVX is running so smoothly and that will all change if fares are instituted. The first time I hopped on UTA all I had was a credit card. Most people don't carry cash anymore. There was no way to pay for the fare and I got kicked off and told to figure out a place to get cash or get a UTA card. I'm still hesitant to use my UTA card because of how the system works and being over charged. I carry \$10 in singles in case of emergencies. When I used it the first time (with cash) (my bike chain snapped) and the driver was very kind and accommodating and showed me how to properly install my bike on the rack. It was a pleasant experience.

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| | <p>In conclusion the system is running well and I would say. Don't fix it if it isn't broke. Please be kind and secure funding to avoid raising rates. I'd love to help in any way possible so the one thing I'm truly passionate about here in Utah Valley remains constantly unchanged. Consistency is important.</p> <p>Sincerely Jonathan Fischer</p> |
| 1447 | <p>Hello! My name is Bre. I'm sending this email to give my personal opinion on if UVX should stay free or switch to the regular \$2.50 fare.</p> <p>I personally think UVX should stay free. A lot of college students use UVX to get around and a lot of them either don't have cars, or cannot afford to pay fare almost every day.</p> <p>I ride UVX to get to and from work almost every day because I cannot drive and cannot afford a car. UVX has been a lifesaver for me and getting around when I need to run errands and get to/from work and it being free is amazing. \$2.50 thankfully isn't crazy expensive but having to pay that every day does add up, along with every other expenses I have.</p> <p>A lot of people have this similar experience and cannot afford to pay fare, and I think a lot of people would agree with wanting to keep it free.</p> <p>I hope my opinion matters and that most people see it this way! Thank you so much for hearing me</p> |
| 1448 | <p>Hi</p> <p>I ride UVX only because it is free and convenient to my house. If you start charging a fare I would not ride. If you had a free fare zone between the station and the library, that would be great.</p> <p>Thanks</p> |
| 1449 | <p>Hello,</p> <p>I understand you are in review of proposed changes to rates and fares. I just wanted to comment on of my feelings. I used to ride UTA Trax but discontinued for these reasons and I wanted to share so you can have input for your thinking.</p> <p>Reasons I stopped.</p> <p>#1- Cost By the time I drove to a station I was half way to work and there was no cost savings. Almost was more money to ride</p> <p>#2 - Time The amount of time getting to the station and then waiting and then walking to my work was 2-3 times longer than driving (15 minutes)</p> <p>#3 - Being stuck at work , not able to go get lunch or run any arrands</p> <p>#4 - I am over 62 and I at most places am considered a Senior, but not with UTA</p> <p>#5 - Several people at my work were interested in riding. We have people scattered from Salem to Ogden. UTA would not even consider a reduced far program for our group because we were a small business of 25.</p> <p>#6 - I sometimes would use it to go to the airport so I would not need someone to take me. But the time it takes to go from West Jordan to the airport or home is approx. 1 hour 30 minutes. Drive time 20 Minutes. Having to jump between trains with wait times between trains. But again cost and time is a big deterrent.</p> <p>I hope this input will be thought of when you are thinking of changes. I know you have to cover costs, but you also need riders to justify the need for the services. Hope you can find a balance on cost and making worth peoples time to use the services.</p> |

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| 1450 | <p>Is there any way that the Frontrunner could possibly run on Sunday? I personally would also need the Green line to be in service on that day as well to hit the Airport. I asked a few years ago, but there is still a need for this. With more shops and business's and travel open on Sunday, it seems like there would be a market for it. Personally I wouldn't mind paying more for a Sunday service.</p> <p>Thank</p> <p>Julie Lehman</p> |
| 1451 | <p>Megan,</p> <p>Thank you for your outreach. Unfortunately, I will not be able to attend the meeting this evening. I would, however, like to comment on how I appreciate your partnership and would encourage you to please continue the paratransit options within Pleasant View as these serve some of our most vulnerable populations. Please let me know if you have any questions regarding this comment and good luck with the meeting.</p> <p>Warm regards,</p> <p>Amy Sue Mabey</p> |
| 1452 | <p>Dear Sir</p> <p>My son is autistic and unable to drive. He also is limited financially due to his disability. He is not the only person that faces this problem. Every year more and more people are diagnosed with disabilities. Also with climate change the fewer people that drive a vehicle the better.</p> <p>He lives in Provo and uses UVX almost every day. Based on your plan he would need \$20/week or over \$1000 per year. This is a huge amount of money for him</p> <p>I think you should consider the effect this change will have on this group and make some adjustments to your plan.</p> <p>Thank you for your consideration</p> <p>Bob Phelps Parent</p> |
| 1453 | <p>Good Afternoon!</p> <p>I am writing this email to voice my own opinion on the proposed change as well as offer up what I feel is a better alternative.</p> <p>I use the bus system every day and I see the people who also frequent the bus. I think the proposed \$2.50 fare is high and is going to discourage riders from using this very beneficial resource in our community. I understand there is a FAREPAY card proposed. I do support the inclusion of a one-time purchase of a ride card for frequent riders. However, for the 10-15% who will pay this one-time fare it will decrease the amount of people using the bus, overall hurting the service of the UVX system.</p> <p>Overall I feel there should be:</p> <ul style="list-style-type: none"> - Lower or no one-time fee - An option of a cheaper ride card for frequent riders to avoid paying the daily fare <p>I would love to hear your thoughts on my concerns as well as how you feel this change is going to benefit users and the larger UVX community.</p> <p>Thank you, Grace Gibson</p> |

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| 1454 | <p>Hi, this is Alexis public transportation user, I would like to suggest if it is possible to put guard booths at the stops of the 850 line between university parkway and state street. I have seen several users who have to wait for the bus in the snow or rain or even the heat, something simple maybe made of wood would be quite useful for the weather. Since UVX is ending its free fare it would be nice if they could invest in bus waiting booths for adults and students.</p> <p>Thank you very much.</p> <p>atte Alexis Alfred D. Orem, Utah</p> |
| 1455 | <p>Please make paratransit more affordable. I believe most of us live on disability. I only get \$945 a month, making traveling extremely difficult.</p> |
| 1456 | <p>Good Afternoon UTA,</p> <p>Love the public transit of SLC - amongst the best in America.</p> <p>My suggestion is to the extend the airport tram services to cover all flights, which would only require an extension of 30-60mins. Even if it is at a reduced frequency I think this would be well worth it.</p> <p>Kind Regards,</p> <p>Murray Turland</p> |
| 1457 | <p>Hello UTA. As you are aware Provo and Orem both have large campuses. The UTA system is a great way for students to access their campuses. With a fare it would make commuting very difficult and expensive for students. In my case I take the bus twice a day 5 days a week. Even a maximum per-day charge would charge me \$50 dollars a month. That's money I, and most students, don't have to spare. If you do implement a fare system please waive it for students! Thank you for reading and please think of the students!</p> |
| 1458 | <p>I, along with many others, leverage UTA express service to commute longer distances from Davis County, Tooele County, and Utah county to commute to downtown Salt Lake. Since my employer is not a part of the EcoPass Program, I use the FarePay offering. I noticed that the recent updates of a weekly max do not apply to express buses, and the 20% reduction was removed. This is absolutely not fair. These express service take a lot of vehicles off the road, save on gas dependencies, and make it easier to commute in the downtown area. Most express buses are park and ride, so there will only be one trip to SLC, and one trip back... therefore the \$10 daily limit will likely never apply.</p> <p>Please consider express buses as part of the weekly limit.</p> |
| 1459 | <p>My name is Jonathan White.</p> <p>I expect the UVX to continue to remain free. We citizens pay taxes and have an inherent right to access our community in an efficient, safe, affordable, and environmentally conscious way. I associate heavily with adults with autism and the UVX is vital for their ability to access the community.</p> |
| 1460 | <p>To all concerned regarding the change of the transit fees for UTA:</p> <p>I support the capping of the fares but raising the per trip to \$2.50, no matter how short the trip, is a very bad idea. The trip I take the most by bus is going from my home which is between UVU and the mall to Winco. After the fair change that trip will now cost me \$5 which is more costly than driving to Winco. I'm just using that trip as an example but a lot of people make trips like that using public transit and after the fair change it's being proposed it will no longer make sense to take those trips on public transit. This will make us more car dependent which is not what we want. Car dependency is something that we need to move away from sooner not later. We need to be working towards making our communities walkable. Please don't raise the fares!</p> <p>Doug Goodall</p> |

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| | Orem, UT |
| 1461 | <p>I am writing to express my strong disagreement with the decision to implement charges for the UVX bus services. As a frequent user of this service and a member of the community, I believe that such charges will have detrimental effects on various fronts.</p> <p>First and foremost, introducing fees for the UVX bus services will disproportionately affect economically disadvantaged students who rely on this transportation to access universities. Many students, including myself, depend on the convenience and affordability of these buses to attend classes and pursue educational opportunities. Implementing charges will only add financial strain to already tight budgets, potentially hindering access to education for those who need it most. Moreover, charging for UVX bus rides will inevitably lead to an increase in private vehicle usage, exacerbating traffic congestion in Provo. The UVX buses play a crucial role in reducing traffic and promoting sustainability by providing a reliable alternative to individual car travel. Introducing fees may discourage people from utilizing public transportation, thus contributing to environmental pollution and further congestion on our roads.</p> <p>In light of these concerns, I strongly urge you to reconsider implementing charges for the UVX bus services. Instead, I propose exploring alternative funding solutions to ensure the continuation of free rides for all passengers. By keeping the UVX buses free, we can uphold accessibility to education, alleviate financial burdens on students, and mitigate traffic congestion in our community.</p> <p>Thank you for considering my perspective on this matter. I look forward to your response and to working together towards a solution that benefits all members of our community.</p> <p>Sincerely,</p> <p>Erick Galan</p> |
| 1462 | Speaking of ridership issues, the 805 to Payson and Santaquin takes so long to get to Provo that it's not worth taking the bus. Most of the delay on this line is due to a long detour into Spanish Fork. Has there been any consideration of a direct line from Payson & SF to Provo to increase ridership? |
| 1463 | We have too many people depending on driving to get everywhere they need to go. We as a country and a state need to be encouraging transit. Free fare for UVX has been awesome for our family. My teens who don't drive have some independence without me having to be a full time chaperone. It would be a huge turn off to have to pay for fares both as a hassle as a user and it's just cheaper to driver. Pull some money from highway expansion to cover costs or something as the car driving culture is unsustainable. It's bad for public health |
| 1464 | i have a similar complaint as Douglas. I would take 850 everyday but there are so many stops and wraps around the Orem mall that it takes twice as long to get from Provo to Orem by bus then driving. |
| 1465 | I have often touted publicly on the exceptional commitment that UTA and Utah Legislation has made to lessening highway and street traffic, addressing environmental problems (i.e., air quality), and promoting over all public and personal health in the State of Utah. I feel that the present UVX "free fare" concept and its schedule of arriving at stations every 6 minutes during peak hours are a hallmarks for the cities of Provo and Orem and a distinction of excellence for UTA. Free fare on UVX is a great incentive for those who are environmentally conscious and considering a move to both of the above cities. |
| 1466 | increasing sheltered stops particularly at 9th and 9th in slc |
| 1467 | <p>"Customer stated I hope they don't go back to the regular fare for the UVX. We like it down here. There are some of us that use the bus at zero fare.</p> <p>Customer stated I am going to have to contact my legislators too to try and help keep the UVX zero fare."</p> |
| 1468 | Comment: The Frontrunner train arrives at Provo Central Station at 6:41 a.m., the same time that the UVX bus leaves the station. I run from the train to catch the bus rather than wait in the cold 10 minutes for the next one. Others run too. Most often the bus leaves before we reach it! Running along the platform with people entering it is a hazard (and hard for an old man like me). Is there a way that the driver of the UVX bus can remain at the station just a minute or two longer? |
| | "Hello, |

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| 1469 | <p>Why are there no 2/220/205 busses between Salt Lake Central and the Delta center going eastbound? There is a west bound stop right next to the gateway on 200 S and 500 W. Why is there not an eastbound stop?</p> <p>Living on 200 south and 400 W means I have a 15+ minute walk to get an eastbound bus. Is there a reason a temporary stop can't be activated at Planetarium station?</p> <p>Thanks</p> |
| 1470 | <p>Yea, I definitely don't think that it is right, because I feel like this is actively trying to go after homeless people who need to get around as well. And I feel that with as much taxes as the city pays, um that they need to be able to have atleast you know a place for homeless people to get around. So I'm viminantly against that and I feel like it's, you know they are carving out space um with their trax and their carving out you know, uh land and their taking from the people that they should not be then charging people uh for they UVX. So I think it's incredibly wrong.</p> |
| 1471 | <p>Hi, This is Marcus Merit, I was just calling to address the uh the UTA changes. Um a lot of the changes reflect an increase in fare that was in a specific region you know, and I'm definitely opposed to it. So I wanted to stand in opposition of the increase. I needed to have my comment noted. And then their was a public form so I just wanted to have a conversation with somebody to uh note the complaint and then follow it through to uh make sure that doesn't happen. Thanks.</p> |