



Working Session of the
Operations & Customer Experience Committee

of the Board of Trustees of the Utah Transit Authority
Wednesday, June 13, 2018, 2:30 – 4:00 p.m.

Frontlines Headquarters, Golden Spike Rooms, 669 West 200 South, Salt Lake City

Committee Members: *Alex Cragun, Committee Chair*

Babs De Lay

Troy Walker

Toby Mileski

Agenda

- | | | |
|----|----------------------------------------------------------------------------------------------------------|------------------------------|
| 1. | Safety First Minute | Dave Goeres |
| 2. | Item(s) for Consent | Alex Cragun |
| | a. <u>Approval of March 14, 2018 Operations & Customer Experience Meeting Report</u> | |
| 3. | State Safety Oversight Report | Jim Golden &
Dave Goeres |
| 4. | <u>Approving August 2018 Change Day Title VI Analysis</u> | Steve Meyer &
Andrew Gray |
| 5. | <u>Fare Structure Review & Authorizing Reduced Fare Agreements</u> | Nichol Bourdeaux |
| 6. | Other Business | Alex Cragun |
| 7. | Adjourn | Alex Cragun |

Public Comment: Members of the public are invited to provide comment during the general comment period at UTA's Board of Trustee meetings, or prior to any action on a board resolution at those meetings. Comment may be provided in person or online through www.rideuta.com. Additionally, public comment may be taken at committee meetings at the discretion of the committee chair. In order to be considerate of time and the agenda, comments are limited to 2 minutes per individual, or 5 minutes for a spokesperson designated to represent a group.

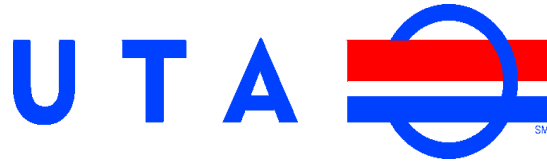
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UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	June 13, 2018
CONTACT PERSON:	Rebecca Cruz, Board of Trustees Support Manager
SUBJECT:	Approval of March 14, 2018 Operations & Customer Experience Report
BACKGROUND:	The minutes have been distributed to the committee members and any revisions or changes will be incorporated.
PREFERRED ALTERNATIVE:	Approval
LEGAL REVIEW:	N/A
EXHIBITS:	1) 03-14-18 OCE Meeting Report



Minutes of the Operations & Customer Experience Committee Meeting
of the Board of Trustees of the Utah Transit Authority (UTA)
Wednesday, March 14, 2018, 2:30 – 4:00 p.m.
FrontLines Headquarters, 669 West 200 South, Salt Lake City, UT

Committee Members:

Alex Cragun, Chair
Babs De Lay

Other Board Members in Attendance:

Sherrie Hall Everett

Excused / Not in Attendance: Troy Walker

Welcome

Alex Cragun welcomed everyone and called the meeting to order at 2:34 pm.

1. Safety First Minute (Dave Goeres)

Chair Cragun yielded the floor to Dave Goeres, UTA Chief Safety, Security & Technology Officer, for a brief safety message.

2. Approval of October 11, 2017 Service & Customer Relations Committee Meeting Report:

A motion to approve the meeting report was made by Trustee Hall Everett and seconded by Trustee DeLay. The motion carried by unanimous consent.

3. Resolution: Approving the April 2018 Change Day Title VI Analysis

(Andrew Gray & Eric Callison)

Mary DeLaMare-Schaefer, Regional General Manager for Timpanogos, introduced Eric Callison, Integrated Service Planning Manager, and Andrew Gray, Civil Rights Compliance Officer for Title VI and the service changes proposed to be implemented on April 8, 2018.

Eric Callison – Timpanogos business unit April service changes:

- Route 834 – extending to Center-State Street in Orem.
- Route 863 – extended to Mountain Point Medical Center
- Route 864 – new route serves west of I-15 from Lehi Station through Thanksgiving Point
- System Wide Fare Media Elimination

Andrew Gray – Title VI Analysis:

Mr. Gray explained his role in analyzing any major changes to measure and mitigate any potentially negative impacts on minority and low-income populations. He also emphasized UTA's commitment to avoiding unfair treatment and discrimination in the allocation and administration of public transit services. He stated that the populations and demographics to be impacted were analyzed following these guidelines, and those increasing or losing access

were compared. After considering the impacts (both negative and positive), these changes were determined to be a net-gain. He also stated that there was extensive public outreach and that those comments had been considered.

A motion to forward the April 2018 Change Day Title VI Analysis to the full Board was made by Trustee Hall-Everett and seconded by Trustee DeLay. The motion carried by unanimous consent.

4. Resolution: Approving the Provo-Orem Bus Rapid Transit Title VI Equity Analysis:
(Andrew Gray & Mary DeLaMare-Schaefer)

Mary DeLaMare-Schaefer introduced the Title VI Equity Analysis, following which Eric Callison reviewed the changes and reported on the transit possibilities. Changes to routes, connections, transit centers and splitting routes include the following:

- Route 830 between Provo and Orem Stations extended;
- Route 838 between Provo Station and East Bay extended;
- Route 821 will use University Avenue south of Provo Station instead of Provo Towne Centre;
- Route 862, 840 and 841 are all connecting changes;
- Mount Timpanogos Transit Center's service will be moved to meet with the BRT Station on University Avenue;
- Route 821 split into two routes-821 and 823. Route 862 split into two routes-846 and 849.

It was explained that if there is additional funding available they plan to provide more changes to route 821 and 862.

Andrew Gray spoke to the Title VI obligations regarding the Provo-Orem BRT and that there is a different set of requirements as to when and what is analyzed for new lines of service. Because the BRT is scheduled to open in August 2018, there has not yet been the public process for comments which will be factored into the decision whether to proceed with changes. However, they have completed the stop analysis which allows them to see who does or does not benefit from these changes. He was able to conclude that there is adequate justification for the proposed changes.

A motion to approve that this item be forward to the Board for consideration was made by Trustee DeLay and seconded by Trustee Hall Everett. The motion carried by unanimous consent.

5. Resolution: Approving the Naming of the Provo-Orem Bus Rapid Transit System
(Andrea Packer, Communications Director)

Ms. Packer explained the collaborative process which occurred in order to name the new transit system. This included working with other cities, project partners and having it open to the public for naming suggestions. With hundreds of potential names submitted, those previously copyrighted or falling outside of the UTA Board policies were omitted. The name recommended by the Executive Committee of the Provo-Orem TRIP project was the "Utah

Valley Express.”

A motion to approve the name “Utah Valley Express” be forwarded to the Board for consideration was made by Trustee Hall Everett and seconded by Trustee DeLay. The motion carried by unanimous consent.

6. Service Planning Policy (Laura Hanson & Eric Callison)

Laura Hanson, Director of Planning, shared the reasons and benefits for this service planning policy document. Specifically, as an internal tool it will provide consistency and predictability in the service planning process. It will also allow for clear articulation in UTA’s service planning decision-making rationale and ensure strategic movement towards agency and regional vision for transit. For those outside of the agency, it will make UTA service planning process easier to understand, provide guidance on the links between land use, street network design, and transit planning.

Some of the design principles include the following:

- Develop a network of services
- Simple/easy to understand
- On-time
- Optimal speed
- Safe to ride
- Meets current and future market demands
- Encourages transit-supportive land use/design

The question was posed to the trustees present as how to make this policy more useful to our stakeholders and for any additional parties we should solicit input from. Trustee Cragun suggested that we take it to the nonprofit entities that work within the community (ie, refugee, health centers and other dependent upon accessibility.) Trustee Hall Everett also stated that Utah County and their municipal leaders could benefit from understanding better how increasing service is achieved and a more in depth knowledge of how we fund projects and provide service.

7. Innovative Mobility Solutions Office Update (Jerry Benson)

Jerry Benson, UTA President/CEO, introduced Jaron Robertson, Mobility Program Manager, and Shaina Miron Quinn who are the first two employees for the newly formed Innovative Mobility Solutions Office at UTA.

Mr. Benson expressed enthusiasm in introducing the initial steps in the role UTA will play within our transit district for implementing the next phases of transit. The current projects mentioned included: WAVE bus, vouchers, dial-a-ride, UtahRideLink.com, arrival notification, connected bus, electric bus, and GoRide mobile ticket. We anticipate planning projects and initiatives including partnerships with UDOT, transportation management associations, autonomous shuttle, etc. The purpose for the Innovative Mobility Group is not to become the project manager for these concepts, but to coordinate the overall strategic perspective to examine other technologies and decide what kind of value that would be to our customers.

8. Other Business (Alex Cragun)

- a. Liaison, Conference & External Committee Reports – no reports given.

9. Adjourn (Alex Cragun)

A motion to adjourn was made by Trustee Hall Everett and seconded by Trustee DeLay. The motion carried by unanimous consent.

The meeting was adjourned at 3:51p.m.

Report Transcribed by Melanie Penton
Assistant to Nichol Bourdeaux
VP of External Affairs & Constituent Services
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This document is not intended to serve as a full transcript as additional discussion may have taken place; please refer to the meeting materials, audio, or video located at <https://www.utah.gov/pmnn/index.html> for entire content.

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

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	June 13, 2018
CONTACT PERSON:	Steve Meyer, Interim Executive Director Andrew Gray, Civil Rights Compliance Officer
SUBJECT:	August 2018 Change Day Title VI Service Equity Analysis
BACKGROUND:	<p>Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the Federal Transit Administration (FTA) to analyze all major changes to ensure that all proposed changes are not discriminatory.</p> <p>Three proposed changes have been analyzed for the August 2018 Change Day. They are an adjustment of the end of line between route 39 and 41, realignment of route 831, and the elimination of FrontRunner service to the Pleasant View station.</p> <p>After analyzing the available data of those impacted by the changes, it was determined that none of the proposed changes disproportionately impacted low-income or minority populations.</p>
PREFERRED ALTERNATIVE:	Approve, forwarding resolution to the Board of Trustees
LEGAL REVIEW:	The proposed item has been sent to UTA Legal staff
EXHIBITS:	<ol style="list-style-type: none">1) Title VI Executive Summary for August 2018 Change Day2) Resolution 2018-06-XX3) August 2018 Title VI Service Equity Analysis



Executive Summary

RE: Title VI Analyses for August 2018 Change Day

Introduction

Three changes were proposed for the August Change day that received a service equity analysis. The analysis was performed in accordance with Federal Transit Administration’s Circular 4702.1B, which outlines the Title VI requirements and guidelines for recipients of Federal Transit funds. Service and fare equity analyses are conducted to ensure that proposed changes to service and fares do not inadvertently negatively impact minority or low-income populations. All major changes, even if they appear to be neutral, are analyzed.

UTA has specific parameters, set in policy, to define the methods used to determine the demographics of those impacted by the proposed fare and service changes. Impacted populations are compared to the population of the service area to determine whether minority and/or low-income populations are negatively impacted at a greater rate. If negative impacts exceed 5% of the comparison group, UTA takes all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements. The Authority has defined the parameters for what would trigger additional steps as a 5% or greater negative impact and analyzes the impacts on minority and low-income populations separately. A greater than 5% impact would trigger a finding of either a Disparate Impact, which would be if the finding is regarding minority populations, or a Disproportionate Burden, which would be a finding regarding low-income populations.

Proposed Changes – August Change Day

Major Changes

Route	Change
39/41	Move end of line – No stops eliminated

Analyzed Changes not Meeting Major Change

Pleasant View	Eliminate FrontRunner service to Pleasant View Station
831	Alignment change to provide service to student housing

Findings – August Change Day

The service equity analysis of the proposed changes in August resulted in no findings. The changes to route 39/41 did not eliminate any service and did not negatively impact the population around the route. The impacted populations around the Pleasant View station were predominantly non-minority and were largely not low-income and did not trigger any Title VI findings. Route 831’s realignment did not eliminate any stops but added five stops previously left without service after the April change day alignment adjustment to route 834 and actually benefits the area.

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY APPROVING THE AUGUST 2018 CHANGE DAY
TITLE VI EQUITY ANALYSIS**

R2018-06-XX

June 27, 2018

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

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the Federal Transit Administration's requirements for public transit agencies and the Civil Rights Act of 1964 has considered and reviewed the April 2018 Change Day Title VI Equity Analysis ("Title VI Equity Analysis") prepared by Authority staff; and

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

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

1. That the August 2018 Change Day Title VI Equity Analysis prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.
2. That the Board hereby ratifies any and all actions taken by the Authority's Interim Executive Director and staff in furtherance of and effectuating the intent of this Resolution.
3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.
4. That the corporate seal be attached hereto.

APPROVED AND ADOPTED this 27th day of June 2018.

Greg Bell, Chair
Board of Trustees

ATTEST:

Robert K. Biles, Secretary/Treasurer

(Corporate Seal)

CERTIFICATE

The undersigned duly qualified Chair of the Board of Trustees of the Utah Transit Authority certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on the 27th day of June, 2018.

Greg Bell, Chair
Board of Trustees

Robert K. Biles, Secretary/Treasurer

Approved As To Form:

Legal Counsel

Exhibit A



Title VI Service Equity Analysis

August 2018

Utah Transit Authority
Prepared by: Andrew Gray
Graphics and Data: Joseph Taylor

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Introduction

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

The following analysis is of proposed changes to be implemented in August of 2018. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

Summary of Proposed Changes

Routes 39 and 41 – End of Line Changes:

It is proposed to change the end of line (EOL) locations of routes 41 and 39, which would modify the overall length of the routes. This will impact route 39 by increasing the overall length of the route and route 41 by decreasing the overall length of the route. UTA policy states that a proposed twenty-five (25%) or greater change in route alignment is considered a major change and requires a Title VI analysis.

FrontRunner Commuter Rail – Elimination of Station:

It is proposed to eliminate the Pleasant View commuter rail station. Current service runs to this station four times per day and utilizes Union Pacific (UP) rails which requires UTA to pay for their use. With the implementation of Positive Train Control, the costs to have UTA continue to use UP rails would be prohibitively high. These costs, combined with low ridership, has motivated the proposal to eliminate service to this station. Although the elimination *does not* meet UTA's major change policy, UTA will analyze the proposal in order to ensure that the proposed change does not disproportionately negatively impact protected populations.

Provo-Orem BRT – Proposed Adjustment

In conjunction with the Provo-Orem BRT's operation, there is a slight adjustment to a parallel route that is examined in this analysis. The proposed change is *not* considered a major change. The change does not eliminate any stops, but adds five new stops near student housing.

UTA Policy and Definitions

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

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

Definitions

- A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.
- C. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.
- D. *"Minority Person"* include the following:
 - 1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
 - 2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia,

China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
 4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
 5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- E. *"Minority Population"* means any readily identifiable group of minority persons who live in geographic proximity.
- F. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.
- G. *"System Average"* The system average is the averages of minorities and low-income persons within the total populous of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2011-2015 5-year population estimates provided by the American Community Survey (ACS).

<i>Low-Income System Average:</i>	
Population:	2,243,746
Low-Income Population:	457,949
Percent Low-income:	20.4%

<i>Minority System Average:</i>	
Population:	2,277,455
Minority Population:	499,870
Percent Minority:	21.9%

Major Service Change

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

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

Evaluation and Analysis of Service and Fare Changes

1. UTA will analyze proposed major changes to service and any proposed fare changes in accordance with FTA's Circular C 4702.1B as amended.

2. UTA will evaluate the impacts of all major service changes cumulatively when there is more than one route being affected for a service change period
3. UTA will primarily utilize American Community Survey (ACS) Data, block group data and/or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Geographic Information System (GIS) software.
4. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station effected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, one-half mile to a light rail station and three miles to a commuter rail station.

Disparate Impact and Disproportionate Burden

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

Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.
2. If UTA chooses not to alter the proposed services changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:

- a. UTA has substantial legitimate justification for the proposed change; and
- b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative

Finding a Disproportionate Burden

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

Proposed Changes

Routes 39 & 41

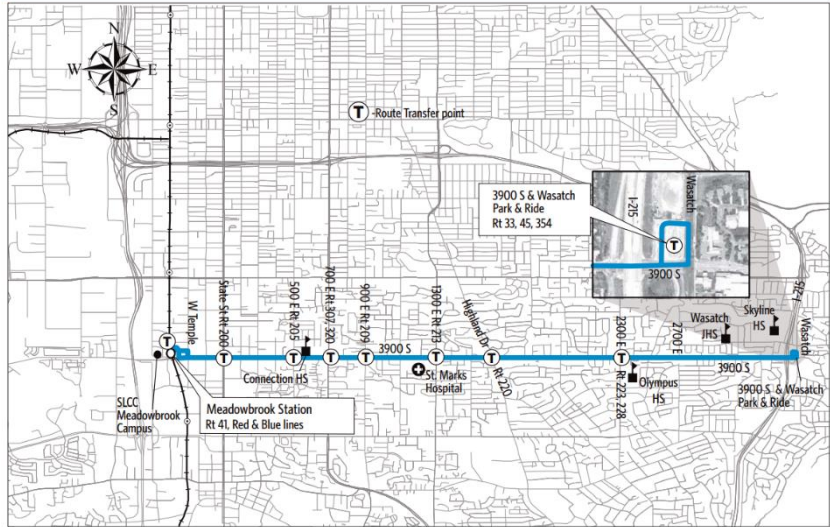
Presently, route 39 runs from the Wasatch Park and Ride, continues along 3900 South, and into the Meadowbrook Station, which is also serviced by route 41 and the Red & Blue TRAX light rail lines.

The 41's current alignment runs from the Meadowbrook station and proceeds west until Hunter High School. Route 39 buses stop at the End Of Line (EOL) and proceed to run on route 41 and vis-versa.

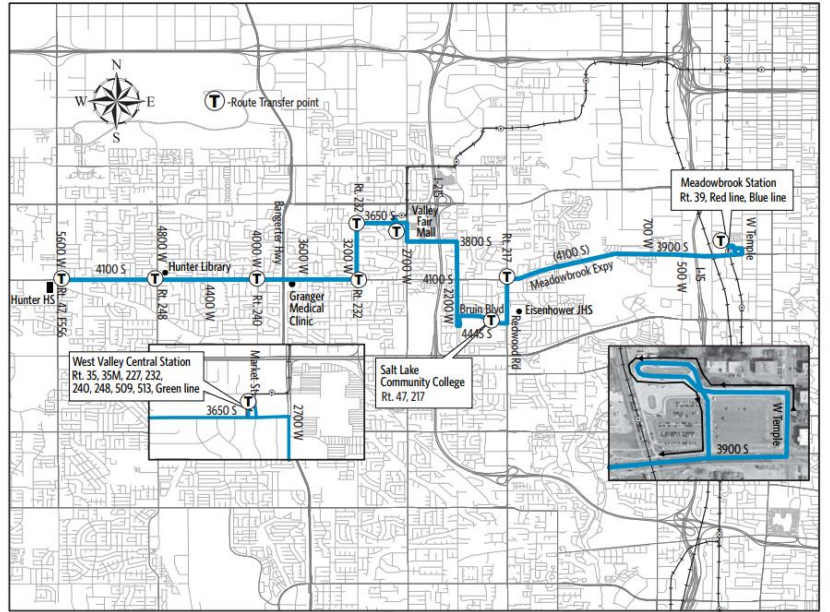
It has been proposed to change where the EOL on both routes end in order to improve transfers to TRAX Green line. Although the EOL shift triggers UTA's major change policy, there should not be an impact on the community's access to the route. There are no stops

being eliminated nor any realignment of either routes. As in present service, the same buses would run the route of the 41 and 39 and the only adjustment will be where the bus stops for the end of line and the route number changes. There will be some schedule changes on when stops are serviced, but these changes were communicated in the public outreach efforts described in Appendix A and through new printed and electronic schedules.

Route 39 - 3900 South



Route 41 - 4100 South



FrontRunner – Station Elimination

UTA’s Commuter Rail runs along the Wasatch Front providing quick travel north and south and is ideal for commuters traveling long distances. The current proposal is to eliminate service to

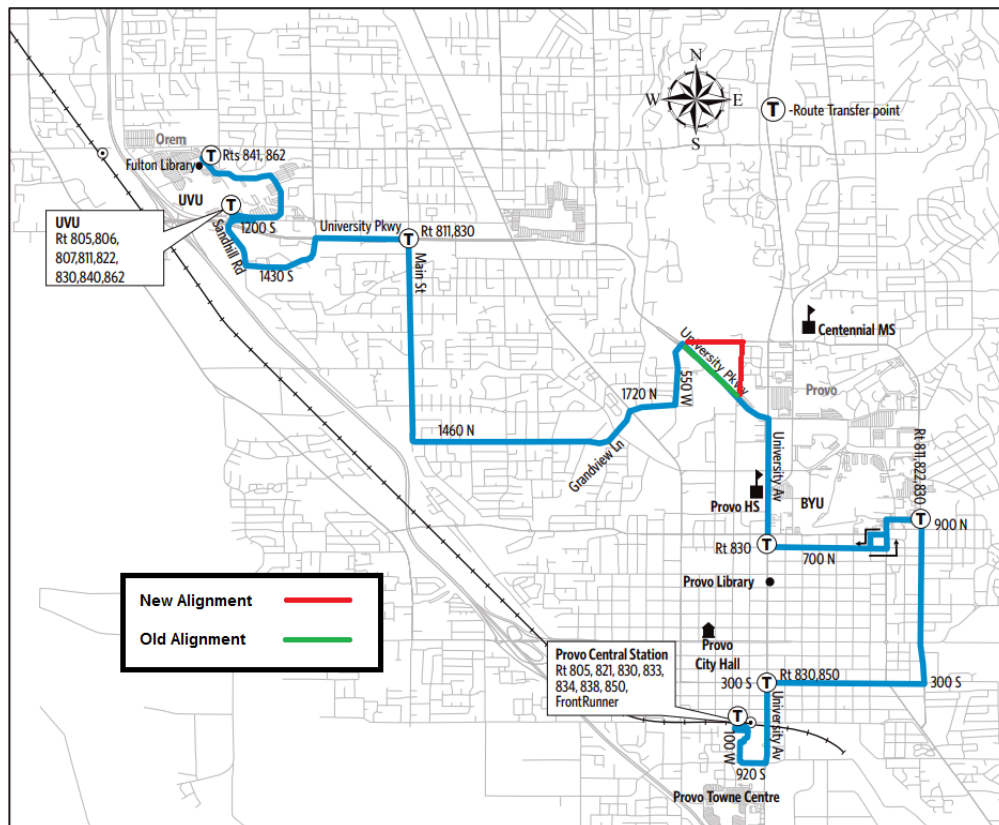


the northern-most station in Pleasant View, Utah. The train runs only four times per day and, unlike other portions of the line to the south, does not have UTA owned track running directly to it. Instead, UTA must pay for the usage of the Union Pacific railways. With the requirement to participate in Positive Train Control, UTA would need to install Union Pacific positive train control equipment on the commuter rails that would use their rails. The initial cost to install PTC equipment is estimated at \$1.4 million and an annual operating cost of more than \$200,000. Daily ridership between Ogden and Pleasant View has averaged 6 to 8 passengers per one-way trip. After conferring with the Federal Transit Authority, it was determined that it was allowable and in the best interest of UTA to discontinue service to this stop. To review the efforts UTA took to involve the community in this decision, please see Appendix A. UTA is also offering more extensive bus service that provides a way to get from the Pleasant View station to the Ogden station.

Proposed New Options for FrontRunner Riders

The Ogden Business Unit has proposed additional bus service for riders of FrontRunner to travel from the Pleasant View Station to the Ogden station. The bus route 616 has new trips and extended trips that presently do not run the full bus route which will offset the loss of the commuter rail. Although there will not be service improvements to route 630, UTA plans to improve the 630's stops on Highway 89 that are nearest the Pleasant View Station, with curb, gutter, sidewalk, ADA landing pad, and amenities.

Route 831 – Alignment Change



FTA Circular 4702.1B specifically requires “transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project *shall conduct a service and fare equity analysis*. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of ‘major service change’ as defined by the transit provider. *All proposed changes to parallel or connecting service will be examined*. [Emphasis added]”

Pursuant to this guidance and requirement, UTA conducted and presented a Service and Fare Equity Analysis for the Provo-Orem BRT fixed guideway project and related changes. In consultation with the public it became evident that changes made to the alignment of route 834 to allow passengers to transfer to the BRT inadvertently eliminated access to transit for some student housing apartment buildings. In order to alleviate this issue, it is proposed to change the alignment of the 831 to service the stops previously serviced by the 834. In consultation with the FTA, UTA determined that in order to fully comply with the sections of the circular cited, the proposed change should be analyzed even though it does not “rise to the level of a ‘major service change’ as defined by” UTA.

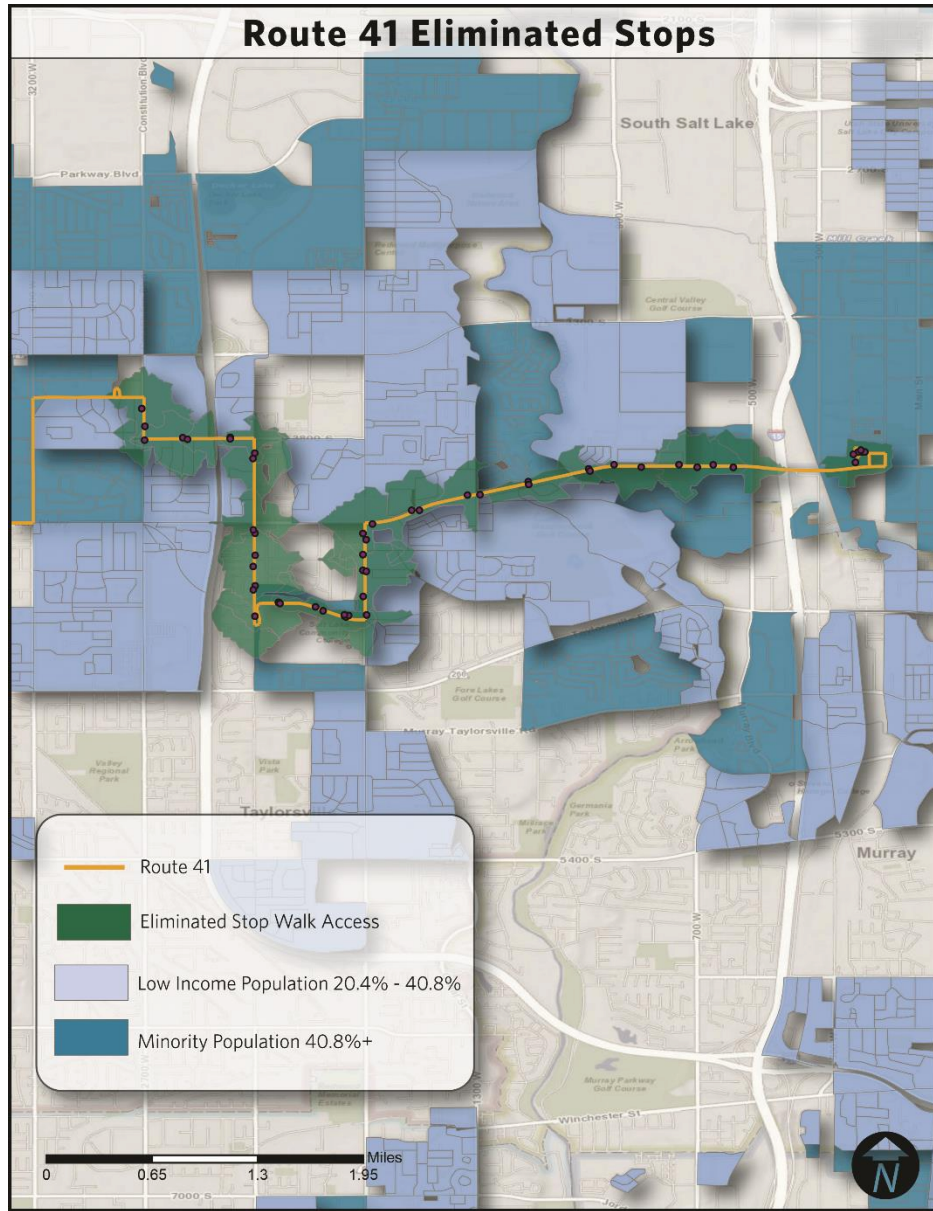
Analysis of Proposed Changes

UTA is required to analyze the potential impacts of any major service change as it relates to low-income populations and minority populations. Pursuant to this requirement, UTA has created the following maps, tables and related data. The data in this section was compiled utilizing American Community Survey (ACS) 2011-2015 5-year estimates, which was dispersed into census blocks, in lieu of the larger block groups. This was done in order to use the smallest geographic area possible for the analysis. The distribution was dictated by population ratios from 2010 Census Data. Proposed service changes were analyzed based on the stops and stations serviced by the impacted route. All bus stop locations have had a one quarter mile walkability radius applied to them and commuter rail stations have had a three mile walkability radius which is based on the actual accessibility of the stop or station by road. Any census block that is overlapped by this radius has its population included as those impacted by the proposed changes. These aggregated numbers were compiled as a comparison group to the service area average to determine whether there would be a disparate impact on minority populations and/or a disproportionate burden borne by low-income populations.

The maps in this section will show the route, individual stops with a walkability radius, and census blocks with concentrations of low-income households or minority individuals above the system average, which are shaded according to density.

Routes 31 & 49

Low-Income Analysis

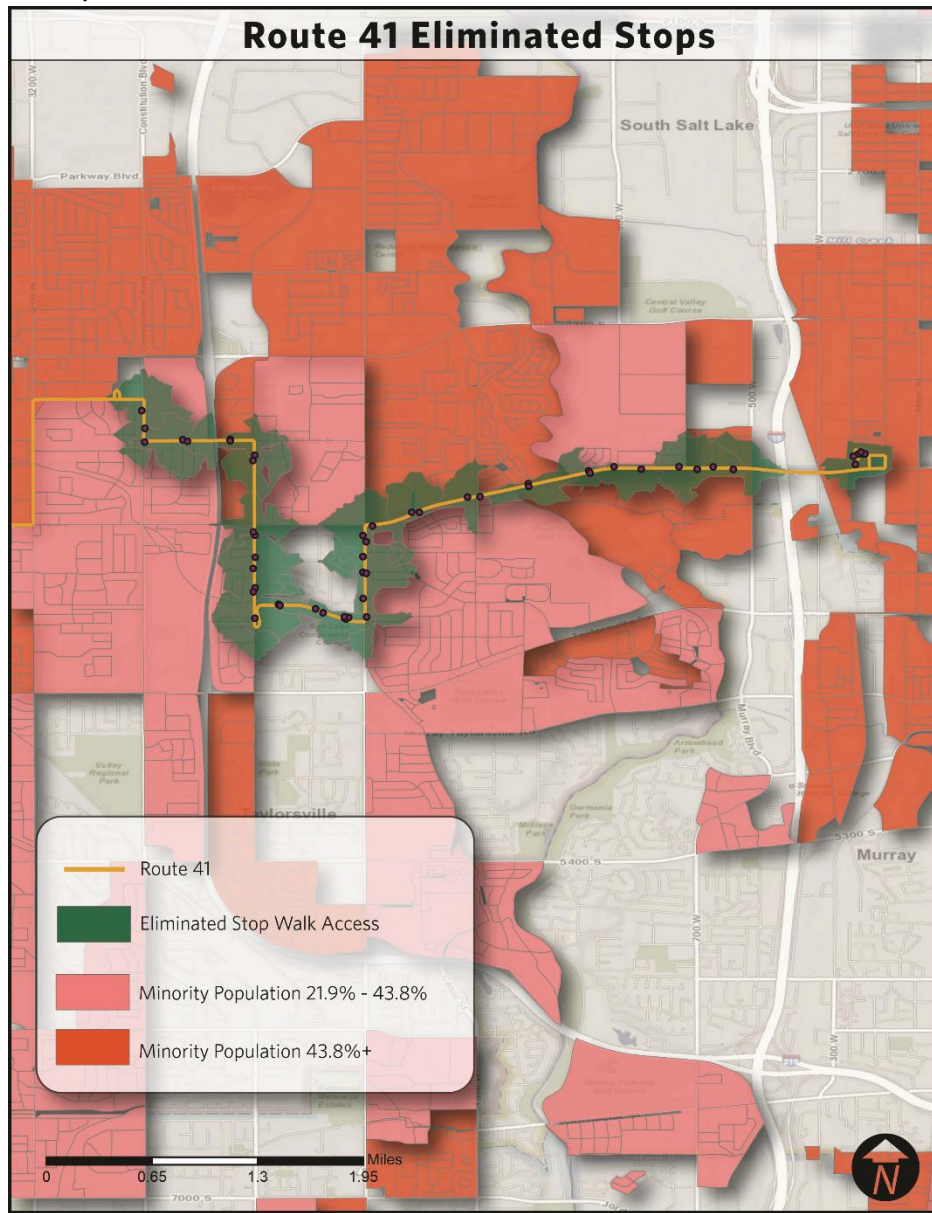


Low-income System Average	
Total Population:	2,243,746
Low-income Population:	457,949
Percent low-income:	20.4%

Pleasant View Station	
Total Population:	16,608
Low-income Population:	5,792
Percent low-income:	34.9% (14.5%)

As expressed in the table and figure above, the low-income populations with access to the stops being shifted from route 39 to route 41 is 14.5% above the system average.

Minority Analysis

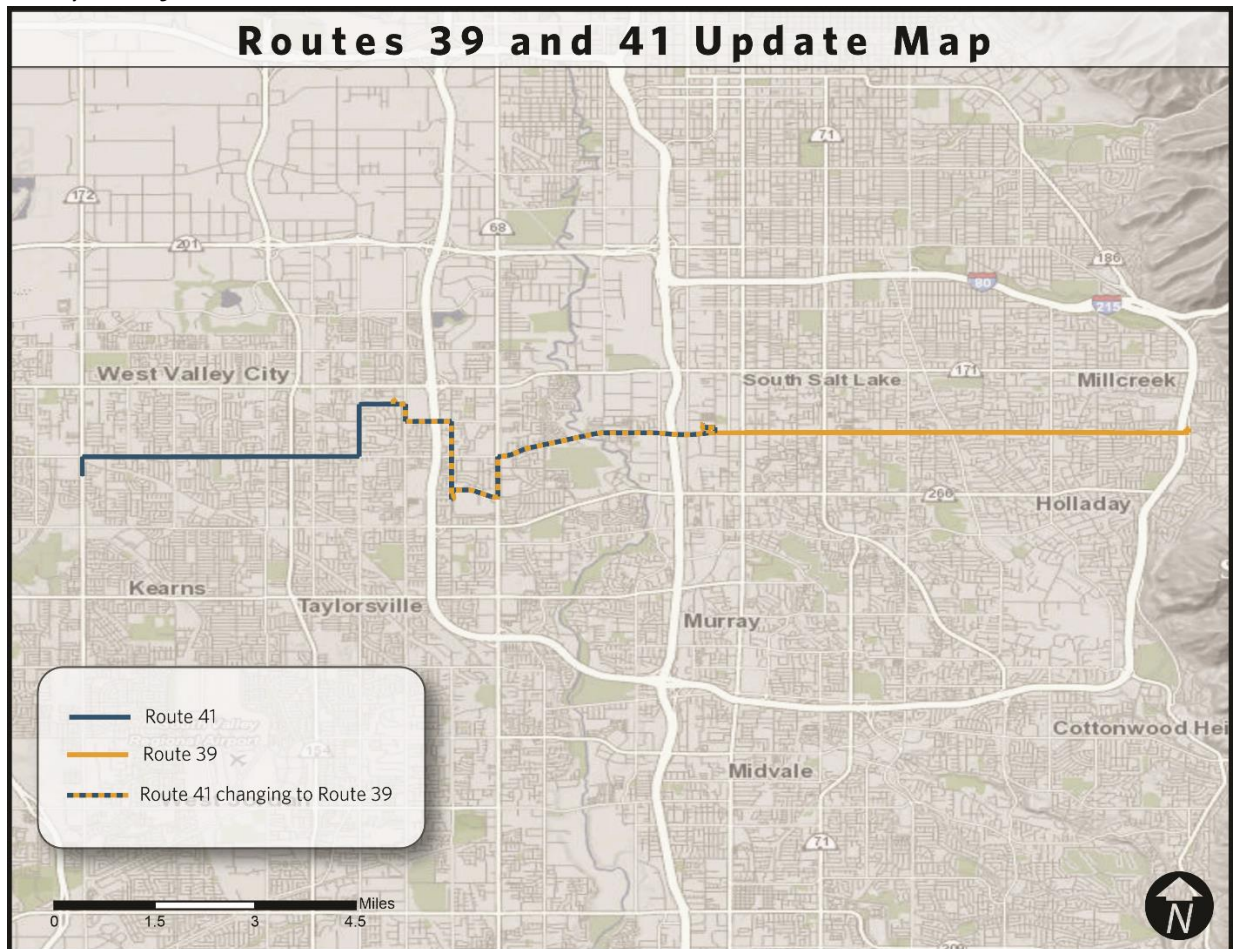


Minority System Average	
Total Population:	2,277,455
Minority Population:	499,870
Percent Minority:	21.9%

Route 864	
Total Population:	16,976
Minority Population:	7,636
Percent Minority:	45% (23.1%)

As expressed in the table and figure above, the minority populations with access to the stops being shifted from route 39 to route 41 is 23.1% above the system average.

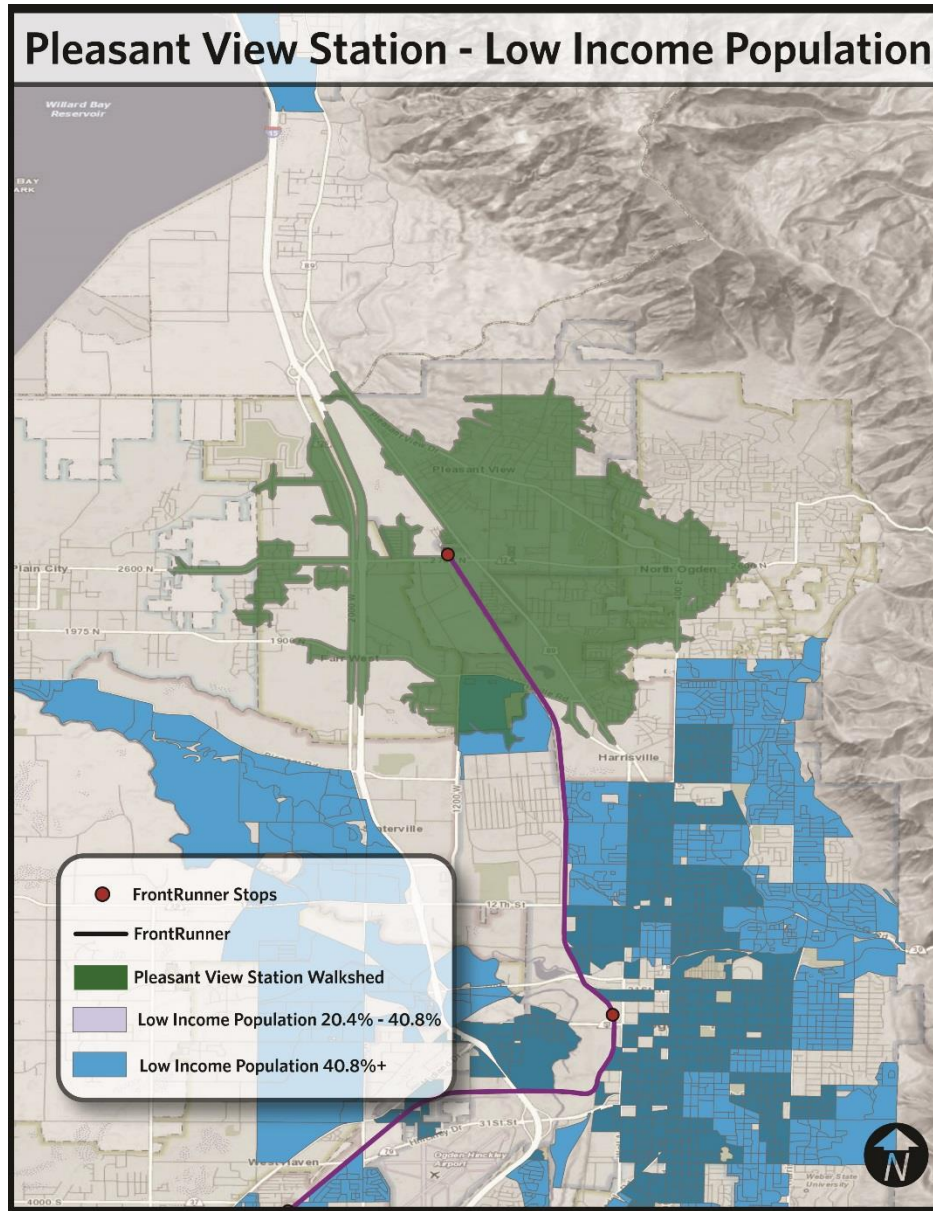
Analysis of Lost Access



The image above shows how the 31 and 49 are being modified. The 39 will be extended through all of the line that is dotted and the 41 will be shortened. The route numbers servicing the stops would change due to the shift of the EOL, but no stops will be eliminated nor will actual access to stops be changed. Since there is no change to access, there is no *negative* impact on those with access due to the proposed change. UTA defines a disparate impact and disproportionate burden as a proposed change that causes conditions to be “5% worse” for minority and/or low income populations.

FrontRunner – Station Elimination

Low-Income Analysis

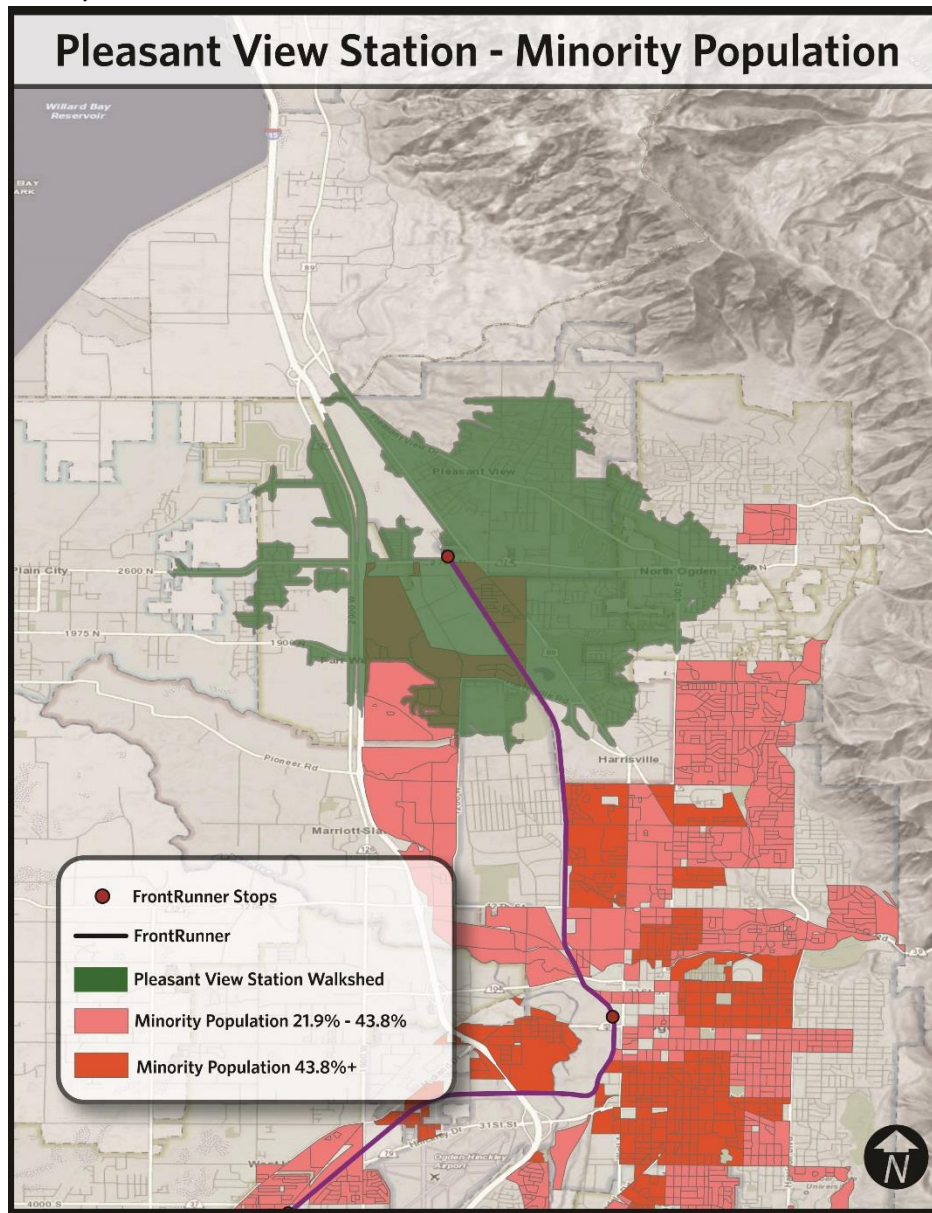


Low-income System Average	
Total Population:	2,243,746
Low-income Population:	457,949
Percent low-income:	20.4%

Pleasant View Station	
Total Population:	25,233
Low-income Population:	2,669
Percent low-income:	10.6% (-9.8%)

As expressed in the table and figure above, the low-income populations impacted by this station’s elimination is 9.8% below the system average.

Minority Analysis



Minority System Average	
Total Population:	2,277,455
Minority Population:	499,870
Percent Minority:	21.9%

Route 864	
Total Population:	25,861
Minority Population:	2,942
Percent Minority:	11.4% (-10.5%)

As expressed in the table and figure above, the minority populations impacted by this station's elimination is 10.5% below the system average.

Route 831 - Realignment

Low-Income Analysis

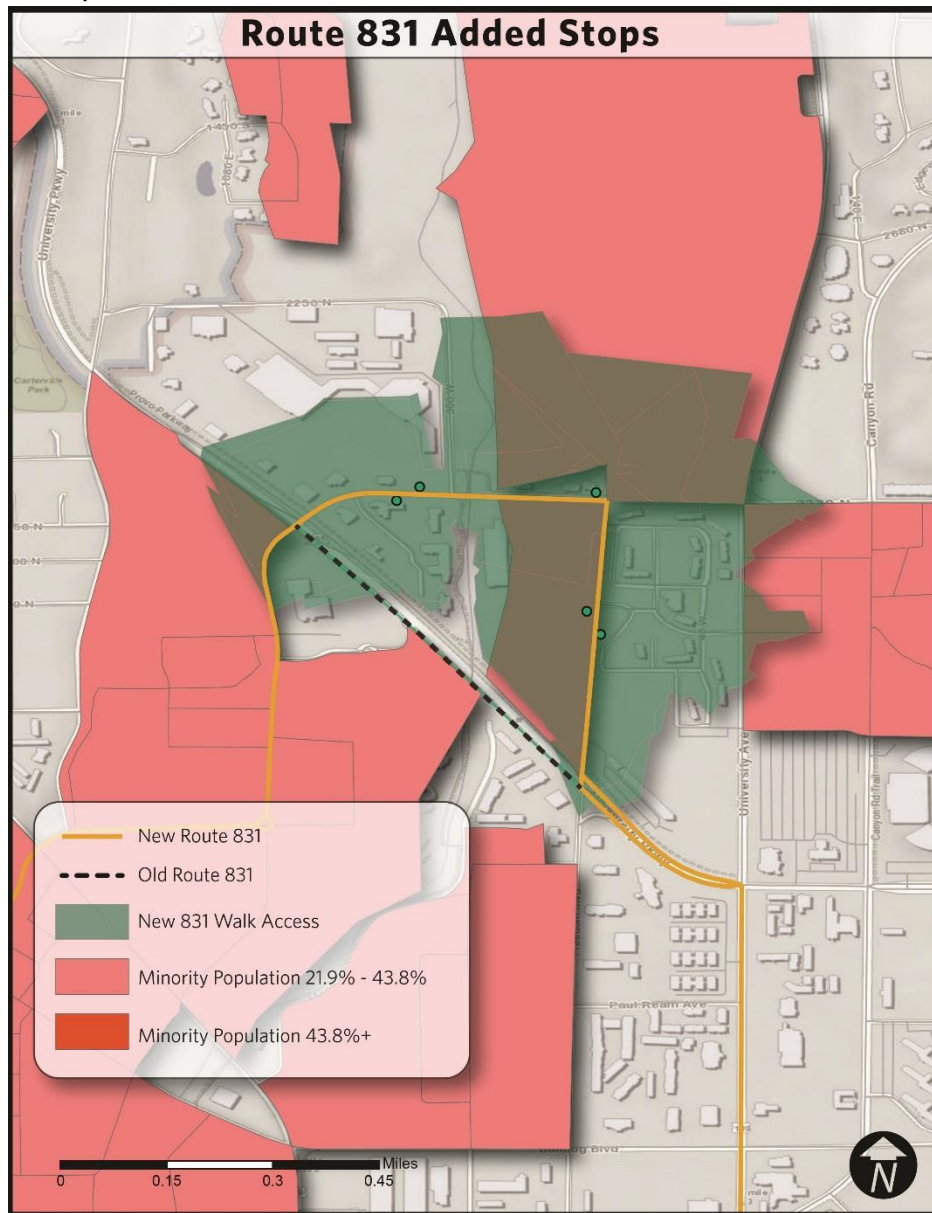


Low-income System Average	
Total Population:	2,243,746
Low-income Population:	457,949
Percent low-income:	20.4%

Pleasant View Station	
Total Population:	2,516
Low-income Population:	1,527
Percent low-income:	60.7% (-40.3%)

As expressed in the table and figure above, the low-income populations benefitting from this alignment change is 40.3% above the system average.

Minority Analysis



Minority System Average	
Total Population:	2,277,455
Minority Population:	499,870
Percent Minority:	21.9%

Route 864	
Total Population:	2,948
Minority Population:	598
Percent Minority:	20.3% (1.6%)

As expressed in the table and figure above, the minority populations benefitting from this alignment change is 1.6% below the system average.

Findings of Analysis

Routes 31 & 49 – Change of End of Line:

There were no disparate impacts or disproportionate burden found in the analysis of this service change. The change of End of Line does not produce any negative impacts on the surrounding population when considering that the only practical change is where the route numbers change and some scheduling changes.

FrontRunner Commuter Rail – Eliminate Station:

There were no disparate impacts or disproportionate burden found in the analysis of this service change. The impacted populations were well below the system averages for both minority and low-income populations.

Route 831 - Realignment

There were no disparate impacts or disproportionate burden found in the analysis of this service change. Since no stops were eliminated in this realignment and the populations now covered by the new stops are close to the system average for minority populations and almost three times the system average for low-income populations this change is likely a net gain for low-income populations.

Appendix A – August 2018 Change Day Public Comment Report

August 2018 Change Day Public Comment Report

Prepared by Andrea Packer, Communications Director & Public Hearing Officer

Timpanogos Business Unit

For August 2018 Change Day, the UTA Timpanogos (Utah County) Business Unit proposed changes to several routes. The proposed changes were as follows:

New Service

- The Provo-Orem BRT, now called the Utah Valley Express or “UVX,” will begin operation, replacing the Routes 830 and 838 fixed bus service.

Alignment Changes

- Route 821: realigned near the Provo Towne Center Mall to use University Avenue between East Bay Blvd. and 920 South in both directions in south Provo. Provo Towne Centre Mall will be served by UVX.
- Routes 811/850/862: stop changes in Orem to connect to UVX near Orem University Place Mall.

Connecting changes

- Route 841: more trips to enhance connectivity between Orem Station/UVU.
- Route 840: eliminated around campus (all stops covered by 841).
- Route 862: extended to the Orem Station and replace some Route 830 stops.

Public Comments and Outreach

In accordance with UTA policy, a public comment period was held from April 25 through May 24, 2018. Several activities were conducted during this period to inform riders and the public and to obtain feedback:

- A public hearing notice was published in the *Provo Daily Herald*, on the state’s public notice website and on rideuta.com. Information on the comment period and hearing was also published on UTA’s social media channels.
- Three formal public open houses were held: on May 15 from 5-7 p.m. at the Provo City Library; on May 16 from 6-8 p.m. at the Spanish Fork Senior Center; on May 17 from 5-7 p.m. at the American Fork Senior Center.
- A total of 10 people attended the two public hearings.
- Comments were accepted via UTA’s website, via email at hearingofficer@rideuta.com, through the mail and by phone.

A total of seven comments were received regarding the service proposals. One via email and six at the public open houses. Comments included excitement about the opening of the UVX and support for FrontRunner service and passes for UVU, desire for more bus service overall, and concern/suggestions for improving connections/transfers between FrontRunner and bus. One person commented that it’s difficult to go to Salt Lake County for paratransit eligibility.

Based on the feedback received and other factors, the proposed service changes will be implemented on August 13, 2018. In addition, an unrelated comment received regarding Route 831 was adopted by UTA service planners.

Salt Lake Business Unit

For August 2018 Change Day, the UTA Salt Lake (Salt Lake County) Business Unit proposed changes weekday and Saturday changes to Routes 33, 35 and 35M, and changes to Routes 39 and 41. The proposed changes were as follows:

Weekdays

- Route 35M: Begin service at 6 a.m. and end service at 7 p.m.
- Route 33 and 35: Begin service at 4:15 a.m. from Magna and 5:15 a.m. from Millcreek Station. Service would begin early enough from Magna that the existing connection to the first northbound Blue Line TRAX would be maintained. End service at 10:30 p.m. from Magna and 11:30 p.m. from Millcreek Station.

Saturdays

- Route 35M: Begin service at 9 a.m. and end service at 7 p.m.
- Route 33 and 35: Begin service at 6 a.m. and end service at 11 p.m. Service on 3300 South between Millcreek Station and Wasatch Blvd. would largely remain the same.

Routes 39 and 41: to make better connections to the Green Line at West Valley Central Station.

- Route 39: extend west from Meadowbrook Station to West Valley Central Station via the current Route 41 alignment. At West Valley Central Station, Route 39 would turn into Route 41, maintaining a one-seat ride between Wasatch Blvd. and 5600 West.
- Route 41: shorten route to end at West Valley Central Station on the eastern end. At West Valley Central Station, Route 41 would turn into Route 39, maintaining a one-seat ride between 5600 West and Wasatch Blvd.

Public Comments and Outreach

In accordance with UTA policy, a public comment period was held from April 18 - May 17, 2018. Several activities were conducted during this period to inform riders and the public and to obtain feedback:

- A public hearing notice was published in the *Salt Lake Tribune and Deseret News*, on the state's public notice website and on rideuta.com. Information on the comment period and hearing was also published on UTA's social media channels.
- Two formal public open houses were held: on May 3 from 4-6 p.m. at West Valley City Hall; on May 9 from 6:30-8 p.m. at the Magna Library.
- A total of 6 people attended the public hearings.
- Comments were accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and by phone.

A total of five (5) comments were received regarding the service proposals. One via email, one via phone to Eric Callison, and three at the public open houses. Comments included support for the changes to Route 39 and 41, concern about travel time on Route 35 versus Route 35M, concern about connections, and a comment about future plans to extend Route 35M to the top of 3300 South.

Based on the feedback received and other factors, the proposed changes to morning service on Route 33, 35 and 35M will not be implemented. The remaining proposed service changes will begin August 13, 2018.

Ogden Business Unit

For August 2018 Change Day, the UTA Ogden (Davis and Weber Counties) Business Unit proposed the following service changes:

- FrontRunner: commuter rail service will be suspended between Ogden and Pleasant View after August 10, 2018.
- Route 616: modified schedule with increased frequency and span of service in conjunction with the FrontRunner changes.

Public Comments and Outreach

In accordance with UTA policy, a public comment period was held from May 1 – June 1, 2018. Several activities were conducted during this period to inform riders and the public and to obtain feedback:

- A public hearing notice was published in the *Ogden Standard Examiner*, on the state's public notice website and on rideuta.com. Information on the comment period and hearing was also published on UTA's social media channels.
- Two formal public open houses were held: on May 16 from 4:30 – 6:30 p.m. at the Pleasant View Municipal Building; on May 17 from 4:30 – 6:30 pm. at the North Ogden City Council Chambers.
 - A total of 1 person attended the public hearings.
- Comments were accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and by phone.
- Two additional open houses were held in advance of the formal public hearings: May 12 in Pleasant View and May 14 in North Ogden.
 - A total of 41 people attended the open houses
- An on-board survey was also conducted of riders on FrontRunner between Ogden and Pleasant View (northbound and southbound) and on Route 616. The survey was also made available at the open houses.

A total of two comments were received regarding the service proposals, both via email. Comments included support for the proposed changes to Route 616 and expressed desire for more bus service – specifically on the west side of I-15 through Farr West - and future long-term improvements to FrontRunner. One comment reflected over-crowding on some trips since the previous change day. Based on the feedback received and other factors, the proposed service changes will be implemented on August 13, 2018.

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

DATE:	June 6, 2018
CONTACT PERSON:	Nichol Bourdeaux, VP of External Affairs
SUBJECT:	Resolution –Authorizing the Continuation of UTA Reduced Fare Contract Programs & Fare Structure Review per Executive Limitations Policy 2.4.2
BACKGROUND:	<p>An overview of UTA’s current fare structure will be presented to the committee on June 13th.</p> <p>The staff is requesting authorization to continue selling and renewing agreements under the current discounted transit pass programs to employers, educational institutions, government agencies and human service providers. The attached resolution identifies the current benefits to the community and the agency. Exhibits A & B represent the types of passes and agreements that we will be renewing over the next few months as well as the pricing and parameters in which the passes will be sold.</p> <p>17B-2a-808.1: of the Public District Act requires the board of trustees of a large public transit district to review and approve all contracts pertaining to reduced fares, and evaluate existing contracts, including review of:</p> <ul style="list-style-type: none"> (i) how negotiations occurred; (ii) the rationale for providing a reduced fare; and (iii) identification and evaluation of cost shifts to offset operational costs incurred and impacted by each contract offering a reduced fare.
PREFERRED ALTERNATIVE:	Approve, forwarding resolution to the Board of Trustees
LEGAL REVIEW:	Legal has drafted the resolution
EXHIBITS:	<ol style="list-style-type: none"> 1) Resolution 2) Exhibit A & B _ECO Passes, Contracts and Agreements

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY AUTHORIZING REDUCED FARE AGREEMENTS**

No. R2018-06-XX

June 27, 2018

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

WHEREAS, Utah Code Ann. §17B-2a-808(2)(s) requires the Authority's Board of Trustees ("Board") to review and approve all contracts pertaining to reduced fares;

WHEREAS, the Board of Trustees of the Authority (the "Board") recognizes the benefits of public transit for individuals, businesses and the community for reducing congestion, improving the quality of air and the environment, and limiting the amount of real property set aside or dedicated to motor vehicle uses and parking in urban locations; and

WHEREAS, the Board recognizes the benefits to the community of travel training services that teach persons who are disabled and refugees from other countries to use the Authority's transit system to promote independent mobility; and

WHEREAS, the Board recognizes the benefits to the community of social service organizations that assist homeless and economically disadvantaged individuals with travel to and from employment, training programs, health care services, etc.; and

WHEREAS, the Authority has discounted fares on local bus, TRAX, and FrontRunner services when such fares are purchased with prepaid, reloadable FarePay cards; and

WHEREAS, the Authority has implemented reduced fare pass programs whereby individuals, corporate and government entities, and educational institutions agree to purchase transit passes from the Authority at discounted rates to reduce congestion, improve the quality of air and the environment, and limit the amount of real property set aside or dedicated to motor vehicle uses and parking in urban locations; and

WHEREAS, the Authority has implemented a reduced fare pass program for non-profit organizations and schools that serve people with disabilities and refugees with transit passes for training purposes to teach individuals to independently use UTA fixed route services; and

WHEREAS, the Authority has implemented a reduced fare pass program to provide social service organizations with fare media to distribute to homeless and

economically disadvantaged individuals to assist such individuals with travel to and from employment, training programs, health care services, etc.; and

WHEREAS, the Board desires to comply with Utah Code Ann. §17B-2a-808(2)(s) and to provide direction to the Authority prior to the adoption of a Board policy implementing legislative requirements regarding reduced fare pass agreements so that the reduced fare pass programs can continue to be available to individuals, corporate and government entities, educational institutions, and social service organizations.

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

1. That the Board approves the following on-going discounted rates for fares purchased with FarePay Cards: (1) 40% discount off the standard one-way adult cash fare for local bus service; and (2) 20% discount off the standard one-way adult cash fare for TRAX and FrontRunner service.
2. That the Board approves the on-going use of the standard ECO Pass Contracts identified in Exhibit A at the current pricing.
3. That the Board approves the ECO Pass Agreements and corresponding pricing identified in Exhibit B.
4. That the Interim Executive Director or designee is authorized to enter into the contracts identified in Exhibits A and B on behalf of the Authority.
5. That this Resolution shall stay in force and effect until rescinded, amended, or superseded by further action of the Board.
6. That the Board hereby ratifies any and all actions taken by Authority management and staff in furtherance of and effectuating the intent of this Resolution.
7. That the corporate seal shall be affixed hereto.

APPROVED AND ADOPTED this 27th day of June 2018.

Greg Bell, Chair
Board of Trustees

ATTEST:

Robert K. Biles, Secretary/Treasurer

(Corporate Seal)

CERTIFICATE

The undersigned duly qualified Chair of the Board of Trustees of the Utah Transit Authority certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on the 27th day of June, 2018.

Greg Bell, Chair
Board of Trustees

Robert K. Biles, Secretary/Treasurer

Approved As To Form:

Legal Counsel

EXHIBIT A- STANDARD ECO PASSES

Program	Type of Pass or Product	Pricing	Anticipated 2018 Renewals	Example of Participants
ECO Annual Preferred	Annual Electronic Pass	\$392 annual electronic pass purchased for 100% of the partner's employees	26	Fidelity Investments, Ernst & Young, JC Penney
ECO Annual Select	Annual Electronic Pass	\$872 annual electronic pass purchased for select employees	18	Western Governors University, Rockwell Collins, Jolt
ECO Daily	Electronic Pass	\$6.40 per trip, minimum \$1,000 spend per month	16	Holly Refinery, UMB Fund Services, Orbit Irrigation
ECO Monthly	Electronic Pass	\$89 monthly electronic pass purchased for select employees, minimum 15 passes, billed monthly, valid on rail and regular bus	11	Overstock, Kirton & McConkie, ARUP Laboratories
ECO Annual (Old Program)	Annual Electronic Pass	\$91 annual premium electronic pass purchased for 100% of the partner's employees *Program no longer exists – Agencies able to move to other pass programs	3	Legislative Research and General Counsel, Legislative Auditor General, Office of the Fiscal Analyst *contracts run July 1-June 30
Non-Profit ECO	Annual	25% off annual preferred or annual select ECO pass program pricing.	2	Downtown Provo Inc., LDS Church
RidevanPlus	Monthly	Each rider pays \$50 per month for a monthly UTA ECO pass. The van cost is \$260. The costs may be subsidized by a sponsoring employer.	12	IHC Ride Van Plus, Stadler US Inc., Litho Flexo Grafics
Travel Training	Electronic Passes	Free of charge	19	IRC, Catholic Community Services
Homeless Services Providers	Tokens, Day Passes, Adult Monthly Paper	Tokens, day passes and adult monthly paper passes are sold at a 50% discount but must be distributed to the homeless for free.	41	Volunteers of America, Road Home
ECO Annual Preferred*	Annual Electronic Pass	\$199 annual premium electronic pass	2	Lucid Software and Pluralsight *one time first year only, introductory price

EXHIBIT B- PASS CONTRACTS or AGREEMENTS

Program	Type of Pass or Product	Pricing	Anticipated 2018 Renewals	Example of Participants
Co-Op	Monthly Premium or Regular Paper Pass	20% off regular and premium adult monthly passes, 30% off the pass price is subsidized by the partner and the employee pays no more than half of the price	5	LDS Church, Harmons City Creek, KSL Broadcasting, Marriott Hotel and Parvus
ECO Annual (Old)	Annual Electronic Pass	\$91 annual premium electronic pass purchased for 100% of the partner's employees	3	Legislative Research and General Counsel, Legislative Auditor General, Office of the Fiscal Analyst *contracts run July 1-June 30
ECO Annual Preferred-Custom	Electronic Pass	Pricing based on current eco pass programs (See above). Contract terms added to be approved by institution.	3	Bureau of Reclamation, United States Bankruptcy Court, Wageworks
ECO Pay per Trip (Old)	Electronic Pass	Graduated pricing scale that does not exceed 20%	3	IHC Health Services, Select Health, Mountainland Association of Governments
Ski	Employer Issued Tap Passes	20% discount off of the ski bus fare.	6	Alta, Brighton, SL Visitors Bureau, Snowbird, Solitude, and Sundance
Ski	Electronic Pass	Pricing is based on the cost to run the service	4	Davis County, Ogden Weber Convention and Visitors Bureau, Snowbasin, Powder Mountain
Ski	Electronic Pass	Pay per Trip Value	4	Canyon's resort, Deer Valley Resort, Park City Municipal Corporation
ED	Electronic Pass - UTA Issued or Student ID	Pricing is based on bulk (per boardings \$1.00 - \$1.60 per boarding) and buying transit passes for 100% of their student body population.	3	MTECH, LDS Business College, University of Utah
Pay-per-Trip	Electronic Pass - UTA Issued or Student ID	25% off the public single trip fare	3	Clearfield Job Corps, Judge Memorial, Salt Lake School District
Ticket-as-Fare	Electronic Tap Pass or Printed Pass	.50 cents/ticket purchased for all event tickets sold	Varies	Ogden Twilight, University of Utah Athletics
Low Income	Regular Adult Monthly Paper Pass	25% off the regular adult monthly pass	1	Department of Workforce Services