



## FREQUENTLY ASKED QUESTIONS

*August Change Day 2024*

### UVX

#### **UVX Fare Implementation**

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 while a long-term fare strategy was developed.

The decision to charge fare aligns UVX with UTA's other transit modes, 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.

#### **Fare Enforcement Plan for UVX**

Fare 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.

#### **How To Pay for UVX Service**

To maintain rapid service, UVX will not accept cash payments or electronic fare cards *on board*. Card readers are available at each station and electronic fare cards should be tapped prior to boarding. Riders can pre-pay fares using several methods:

- FAREPAY Cards provide the best value for the user with Fare Capping
  - FAREPAY cards are available at select locations and online at [rideuta.com/FAREPAY](https://rideuta.com/FAREPAY).
  - Reduced FAREPAY cards are available with approved application.
    - Information about the reduced fare program and how to apply can be found at [rideuta.com/reducedfare](https://rideuta.com/reducedfare)
- 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 available by mail from <https://www.rideuta.com/Fares-And-Passes/Passes>
- Some employers or [educational institutions](#) offer fare passes to their employees or students, riders should check with their organization
- Transfers from other bus or rail lines are valid fare for UVX.

## Reduced Fare

### Reduced Fare Program

UTA is looking forward to increasing access to reduced fare for more community members with the expansion from 150% to 200% of the federal poverty level starting August 18, 2024. Find information about the reduced fare program and how to apply at [rideuta.com/reducedfare](https://rideuta.com/reducedfare).

## FAREPAY

### FAREPAY 20% Discount Elimination

UTA's new discount structure through fare capping will be geared towards incentivizing frequent riders to ride more. The elimination of the 20% FAREPAY 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.

### Fare Capping and How It Works

UTA is introducing a fare capping program on Regular FAREPAY and Reduced Fare FAREPAY Cards, which will feature daily and weekly fare maximum limits that vary by mode.

Regular FAREPAY Card users will be charged the regular rate of \$2.50 per trip. Charges will be capped at \$5 per day for regular fare, which is two trips on local bus\*, BRT, UTA On Demand, S-Line, and TRAX. The weekly capped regular FAREPAY rate is \$20.

For premium service (FrontRunner, Ski Bus, Express Bus), the daily maximum is \$10, and the weekly premium maximum fare is \$40.

Reduced Fare FAREPAY Card users will be charged \$1 per trip. Charges will be capped at \$2 per day and \$8 per week for local service (including local bus\*, BRT, UTA On Demand, and TRAX) which maintains the current reduced-fare rate for FAREPAY cardholders and offers a higher discount than the monthly pass or cash options.

For premium service (FrontRunner, Ski Bus, Express Bus), the daily reduced fare maximum is \$4 per day and the weekly maximum is \$16.

Apply for a Reduced Fare FAREPAY Card at [rideuta.com/reducedfare](https://rideuta.com/reducedfare).

\*Excludes Paratransit

**Fare Capping Rates:**

	Regular Fare			Reduced Fare	
	Day	Week*		Day	Week*
<b>Local</b>	\$5	\$20		\$2	\$8
<b>Premium</b>	\$10	\$40		\$4	\$16

\*The week starts on a Sunday and ends on Saturday.

Transfer credits are still applied to eligible trips. If you take multiple trips within 2 hours of tapping on the first leg of your journey, you will receive a transfer credit.

To ensure prompt and correct processing of your fare and to take advantage of the cap as soon as possible, please remember to Tap On and Tap Off as you enter or exit the vehicle and between each UTA service mode. Failure to Tap Off may result in the fare cap not being applied accurately.

## **Bus Service**

### **Why Service Isn't Being Restored to Routes 39, 218, and 201**

UTA's current labor shortages are significantly impacting the ability to restore these routes which were discontinued in December of 2022. 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](https://rideuta.com/FYSP) to stay up to date.

### **Route 606**

Route 606 in Ogden will be discontinued. This route served a small group of riders, and the main target destinations have relocated.