



## **FREQUENTLY ASKED QUESTIONS**

*April Change Day 2025*

### **Why are things changing?**

UTA strives to continually improve our transit system. These improvements balance:

- Making operational improvements that enhance reliability, connectivity, and customer experience
- Incorporating and responding to stakeholder, community, and rider feedback in our system planning
- Allocating finite resources across the service area to serve the most people and communities the best we can with what we have

Changes to our services are made 3 times per year, with an effort to align more major changes to one Change Day per year (April).

### **How are the changes determined?**

These changes are based on analysis done in conjunction with the 5-Year Service Plan (5YSP) and significant community engagement both before and during the 5YSP process. The service changes proposed will implement the first two years of the 5YSP, which is updated every 2 years. The final draft of the 5-Year Service Plan, currently under review, includes multiple proposed changes for April 2025.

Proposed fare changes are based on efforts to establish a fare structure that is simple and easy for riders to understand, maximizes the convenience of paying fares, allows for seamless travel between modes, and is equitable.

### **When will the approved changes be implemented?**

2025 service changes are planned for implementation on April 13, 2025.

### **What service changes are approved for April 2025?**

For our interactive map, click [here](#).

#### *April 2025*

##### *Box Elder, Weber, Davis Counties 2025*

Route 417 — New

Route 470 — Realignment or frequency changes

Route 626 — Discontinued

Route 627 — Realignment or frequency changes

##### *Salt Lake County 2025*

Route 39 — Realignment or frequency changes  
Route 126 — New

Route 201 — Realignment or frequency changes  
Route 217 — Realignment or frequency changes  
Route 218 — Realignment or frequency changes  
Route 219 — New  
Route 703 (Red Line) — New station

*Utah County 2025*

West Provo IMZ (581) — New  
Route 823 — New  
Route 871 — Realignment or frequency changes

**What fares are changing in April 2025?**

Route 628 (Midtown Trolley): This Zero Fare trolley-style bus route will be modified in the service plan, including route alignment (see above in Service Change section), as well as begin charging a regular fare for service (\$2.50) in April 2025. The sponsored fare agreement with Layton City will be terminated.

**What are the other fare changes coming in 2025 and 2026?**

UTA approved fare changes to support a new fare collection system that is being built to replace UTA's current fare collection system. The fare changes are necessary to support the improved functionality. The [new fare collection](#) system includes:

- Ticket vending machines (TVMs)
- Electronic card readers for all buses and rail platforms
- Additional mobile fare payment functionality
- Mobile inspection devices
- Updated back-end software system

The current system is made of independent, standalone fare systems, and the new system will integrate all systems under one platform.

*New Fare Collection System Overview:*

- Traditional fare media such as paper tickets and passes will be replaced by a new electronic ticketing and payment system referred to as account-based ticketing (ABT).
- ABT supports fare media that includes electronic tap cards, bank cards, and mobile phones.
- Customers will pay fare and validate their payment by tapping the fare media on electronic card readers.
- Fare media will be linked to customer-specific accounts managed by UTA.
- Riders can create accounts to receive additional card benefits such as balance protection and automatic reloads. Like today, accounts can be created and accessed online.
- Fare pricing will be done automatically in the back-end software system and the customer will be charged the least expensive fare rate based on their travel patterns.
- Fare products will be streamlined, and customers will no longer have to choose from multiple fare pricing options.
- UTA's FAREPAY Card will continue to serve as the primary, account-based fare media. The one-time card fee is currently \$3, which is waived for the reduced-fare program.

### *Paper Tickets*

TVMs will vend FAREPAY Cards instead of paper tickets. Customers will be able to purchase FAREPAY Cards, load funds to their account using cash or credit payment, and check card balances at all TVMs. The list of full and reduced fare paper tickets being replaced includes:

- One-way
- Round trip
- Upgrade ticket
- Group Pass
- Day pass

### *Monthly Passes*

UTA customer service locations, website, and retailers will no longer sell monthly passes. Monthly passes will be replaced by FAREPAY Cards, and the best fare will continue to be automatically calculated using fare capping technology. The monthly passes being eliminated include:

- Reduced fare monthly stickers (RF, XRF)
- Reduced fare monthly pass (R, XR)
- Full fare monthly pass (A, X)

### *Mobile App*

UTA's Eco and Ed Pass partners currently subsidize fare for customers and issue electronic tap cards for fare media. To simplify the distribution process, and to take advantage of advancements in mobile fare payment technology, UTA will be evaluating mobile app options. Although development has not started, UTA plans to integrate mobile fare payment with the new fare collection system and anticipates tickets will be replaced by pre-paid, reloadable accounts. This information may change slightly as UTA finalizes the future of mobile fare payment.

The following passes are anticipated to be eliminated from the mobile app:

- Day pass
- One-way (full or reduced fare)
- One-way FrontRunner (full or reduced fare)
- Monthly regular (full or reduced fare)
- Monthly premium (full or reduced fare)
- One-way Ski Pass, seasonal (full or reduced fare)
- Group Pass (premium pass for 4 people)
- Rider's License, seasonal (discounted youth pass)
- One-way Paratransit (passengers must pre-qualify)
- Flex Route deviation (flex route only)
- Special Event pass
- Full fare monthly pass (A, X)
- Reduced fare

### *Reduced fare*

Discounts will only be available for customers using electronic fare media. Reduced fare eligible riders who pay cash through the farebox will not be eligible for a discount and will need to pay full fare. To receive the discount, customers should apply for and use a Reduced Fare FAREPAY Card, which will require customers to create an account. Customers that are eligible for reduced fare can use cash to add funds to the FAREPAY Cards at TVMs, UTA customer service locations, and retailers. Customers can also use credit or debit cards to add funds to FAREPAY Cards using the online portal.

### *Reduced fare plastic ID cards*

- Reduced fare plastic ID cards will be phased out. They are being retired because they cannot be read or validated by the electronic card readers. Riders who utilize this ID card should transition to the Reduced Fare FAREPAY Card by applying online. Riders can add funds to an electronic card at TVMs, UTA customer service locations, and retailers.
- Customers not currently using UTA's Reduced Fare FAREPAY Card can apply online and do not need to wait for the new fare collection system to be implemented.

### **When will fares be changing?**

Fare changes proposed here are for implementation in the future within the next 2 years. UTA is developing a comprehensive timeline that will include transition details, outreach, and education to successfully implement the new fare collection system.