

April 2025 and Other 2025/2026 Proposed Fare Changes

Route 628 Midtown Trolley:

- Will transition from zero to paid fare on April Change Day 2025. This service will mirror the rest of the UTA system at \$2.50 for a regular one-way trip.

Future Proposed Fare Changes (2025-2026)

UTA is proposing fare changes to support a new fare collection system that is being built to replace the current fare collection system. The proposed fare changes support the improved functionality. The new fare collection system includes:

- New 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 comprised of separate standalone fare systems, and the new system will bring all UTA's fare collection systems together so that fare payment features will be accessible under one integrated fare payment 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 by tapping the fare media on electronic card readers.
- Fare media is 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's FAREPAY system, 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.



April 2025/2026 Proposed Fare Changes (Cont'd.)

Paper Tickets

TVMs will vend electronic 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 tickets being replaced includes:

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

First-time FAREPAY Card buyers will pay a fee on the card of \$3. Riders using a FAREPAY Card as their method of payment should save that card for all future uses to avoid the card fee again.

Monthly Passes

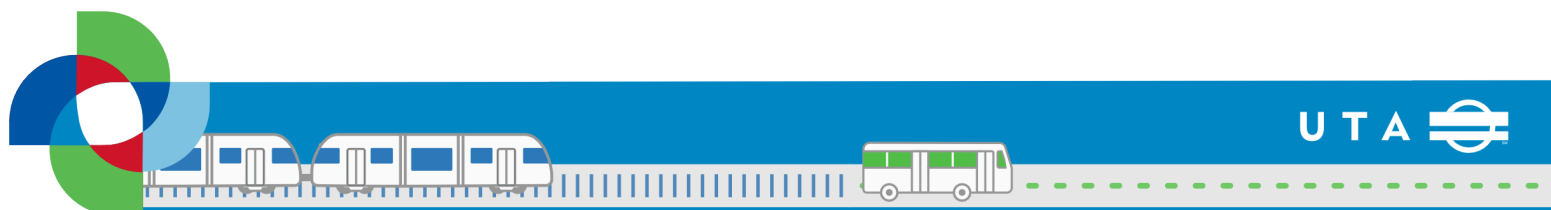
UTA customer service locations, website, and retailers will no longer sell paper monthly passes. Monthly passes will be replaced by FAREPAY Cards, and the best fare will continue to be automatically calculated using fare capping technology. The monthly passes being eliminated include:

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

By moving to the FAREPAY Card, customers will pay as they go instead of paying for the full monthly cost of a pass upfront; they will reload the same FAREPAY Card each month instead of getting a new monthly pass each month; and through the FAREPAY system will received fare capping and other discounts if eligible automatically applied to the fare they pay.

Transfers:

- For customers paying cash at the farebox upon boarding a bus, bus operators will no longer issue paper transfers.
- For customers paying cash on bus, and who transfer between different modes of transit, each leg of the trip will cost separately.
 - *For example: a rider takes Route 220 and transfers to the Red Line TRAX, this trip will cost \$2.50 for the bus ride and \$2.50 for the TRAX ride for a total of \$5.00.*
- Transfer credits will automatically be applied on electronic fare media, including the FAREPAY Card. The time frame customers can travel on more than one mode of transit using electronic fare media without incurring an additional fare cost will remain two hours from the tap off.



April 2025/2026 Proposed Fare Changes (Cont'd.)

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 for both pass partners and the public 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)
- Riders 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

This information may slightly change as the new mobile app gets developed.



April 2025/2026 Proposed Fare Changes (Cont'd.)

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 a reduced fare discount can use cash to add funds to the FAREPAY Cards at TVMs, UTA customer service locations, and retailers. Funds may also be added to FAREPAY Cards online using non-cash payment options.

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.

The public comment period is open through December 13, 2024. Join us for a virtual public meeting on the evening of Wednesday, November 20, 2024. Learn more and get involved at rideuta.com/aprilchangeday

