



UTA Five-Year Service Plan Frequently Asked Questions (FAQ)

What Is the Five-Year Service Plan?

The Five-Year Service Plan (5YSP) outlines UTA's transit improvements and changes over the next five years. It considers systemwide needs, potential ridership, public feedback, budget, staffing, and operational feasibility. The 5YSP is a resource to local decision-makers and can help coordinate and plan for transportation services. The 5YSP covers all transit services excluding new major capital projects.

Why Is the Five-Year Service Plan Important?

Our region is growing rapidly. Where and how we grow impacts the transportation network. The Five-Year Service Plan helps us respond to that growth proactively and focus on service. It also helps us plan for the workforce we will need to hire and train to provide the services proposed in the Five-Year Service Plan.

Why Is UTA Asking Me About the Five-Year Service Plan?

UTA asked for your feedback on the unphased Five-Year Service Plan earlier this summer. Now we are seeking input on an updated, phased version of the Five-Year Service Plan to ensure we're on the right track. Submit your comments at rideuta.com/FYSP.

Why Should I Get Involved?

UTA reads and reviews all stakeholder, rider, and community comments regarding service as part of each update to the Five-Year Service Plan. Even if we aren't able to implement your suggestion immediately, it

may become part of a future plan. In addition, we value “eyes on the ground” to notice details about our system and your unique experiences, and we welcome new insights that we receive from our riders.

How Does the Five-Year Service Plan Fit Into the Larger Picture?

The path ahead for public transit has many partners and many moving parts. UTA conducts this process in four phases:

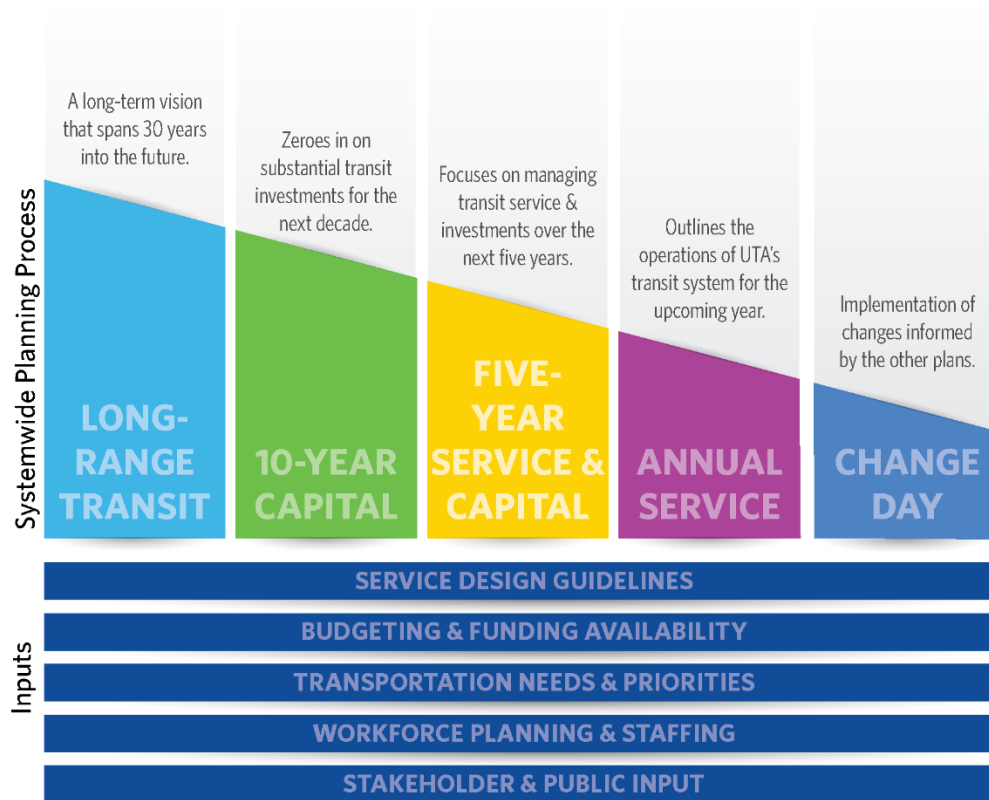
1. Strategic Planning: Looks long-range and high-level. Coordinates with regional transportation plans and looks ahead 30 years
2. Service Planning: Looks ahead five years and develops the Five-Year Service Plan.
3. Operations Planning: Translates service changes into guidance for transit operations.
4. Implementation: All final transit service changes become active on one of UTA’s Change Days, which occur every April, August, and December.

The Five-Year Service Plan falls under Phase 2: Service Planning. However, it is only one part of a larger process. Each phase coordinates with the other three phases to create a consistent set of plans for the path ahead. The graphic below shows how the Five-Year Service Plan fits into UTA’s family of planning documents.



HOW WE BUILD AND SUPPORT SERVICE

Planning and Capital Projects



All plans are subject to prioritization and resource availability

How Final Is This Five-Year Service Plan?

The Five-Year Service Plan has been updated from the previous version and organized into phases. It will be refined minimally once before approval and adoption by UTA Local Advisory Council and UTA Board of Trustees. Please share your comments on this final draft at rideuta.com/FYSP.

Why Does UTA Change or Discontinue Routes?

UTA aims to provide the best transit service for as many people as possible by considering factors like population density, transit-dependent communities, market segments, street connectivity, feedback, and

upcoming projects. This may involve changing routes and reallocating resources. With limited resources and budget, UTA ensures changes comply with Title VI of the Civil Rights Act of 1964, avoiding discrimination and mitigating negative impacts on minority and low-income communities. We carefully evaluate the operational cost and feasibility of any potential changes.

How Is Bus Rapid Transit Service Different Than a Regular Bus Route?

Bus rapid transit systems can feature many of the amenities of light rail— like frequent service, traffic signal priority, ticket vending machines, tap-on/tap-off kiosks, shelters, and benches — while providing communities with a lower-cost, more flexible transit solution when compared to light rail or commuter rail. In addition, BRT can sometimes include segments of dedicated traffic lanes to reduce transit travel times. UTA’s BRT systems include UVX (Utah Valley Express), and OGX (Ogden Express).

What Is an Innovative Mobility Zone (IMZ)?

The IMZs shown on the draft FYSP map are being considered for transportation service, which could include a variety of first and last-mile solutions including, but not limited to, microtransit, including on-demand service, autonomous shuttles, fixed guideway extensions, bike share, and partnerships with private Transportation Network Companies (TNC), such as Uber and Lyft.

Where Can I Learn More About UTA On Demand?

You can learn more about UTA’s On Demand services by following this link: [Rideuta.com/ondemand](https://rideuta.com/ondemand).