



Working Session of the
Operations & Customer Experience Committee

of the Board of Trustees of the Utah Transit Authority
Wednesday, March 14, 2018, 2:30 – 4:00 pm

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

Members of the public are invited to attend all committee meetings, and public comment may be taken at the discretion of the committee chair. If public comment is not taken at the committee meeting, the public will be able to review and provide comment via www.rideuta.com on all action items prior to the next full Board of Trustees meeting. If public comment is taken at the committee meeting, in order to be considerate of time and the agenda, comments will be limited to 2 minutes per individual, or 5 minutes for a spokesperson designated to represent a group.

Committee Members: *Alex Cragun, Committee Chair*

Babs De Lay

Troy Walker

Agenda

- | | | |
|----|--|---|
| 1. | Safety First Minute | Dave Goeres |
| 2. | Item(s) for Consent | Alex Cragun |
| | a. <u>Approval of October 11, 2017 Service & Customer Relations Committee Report</u> | |
| 3. | <u>Resolution: Approving the April 2018 Change Day Title VI Analysis</u> | Andrew Gray & Eric Callison |
| 4. | <u>Resolution: Approving the Provo-Orem Bus Rapid Transit Title VI Equity Analysis</u> | Andrew Gray & Mary DeLaMare-Schaefer |
| 5. | <u>Resolution: Approving the Naming of the Provo-Orem Bus Rapid Transit System</u> | Andrea Packer |
| 6. | <u>Service Planning Policy</u> | Laura Hanson & Eric Callison |
| 7. | Innovative Mobility Solutions Office Update | Jerry Benson |
| 8. | Other Business | Alex Cragun |
| | a. Liaison, Conference & External Committee Reports | |
| 9. | Adjourn | Alex Cragun |

Transit Communications Center (TCC) reasons to call



**Dispatch
UTA PD**



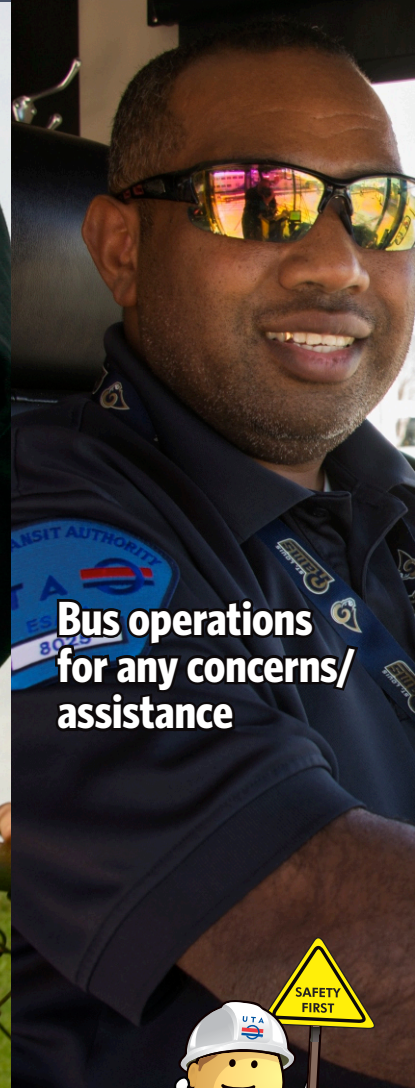
**Need
emergency
first responders
to your
location/incident**



Report a crime



**Security related
issues i.e.
trespassers on
property**

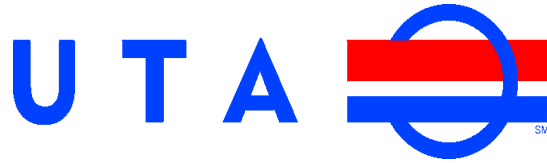


**Bus operations
for any concerns/
assistance**



UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

| | |
|-------------------------------|---|
| DATE: | March 14, 2018 |
| CONTACT PERSON: | Rebecca Cruz, Board of Trustees Support Manager |
| SUBJECT: | Approval of October 11, 2017 Service & Customer Relations Meeting 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) 10-11-17 SCRC Mtg Report - OPEN |



Minutes of the Service & Customer Relations Committee Meeting
of the Board of Trustees of the Utah Transit Authority (UTA)
Wednesday, October 11, 2017, 3:30 – 5:00 p.m.
FrontLines Headquarters, 669 West 200 South, Salt Lake City, UT

Committee Members:

Sherrie Hall Everett, Chair
Alex Cragun
Karen Cronin (via phone)

Babs De Lay
Charles Henderson

Welcome

Sherrie Hall Everett welcomed everyone and called the meeting to order at 3:33 pm. Charles Henderson joined the meeting at 3:47. A quorum was present.

1. Safety First Minute (Dave Goeres)

Chair Hall Everett yielded the floor to Rebecca Cruz, Board of Trustees Support Manager, for a brief safety message.

2. Approval of September 13, 2017 SCRC/SCRC Meeting Report:

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

3. Citizens' Advisory Board Charter:

Nichol Bourdeaux, Vice President of External Affairs, presented the Citizens' Advisory Board Charter and provided an overview of the new Citizens' Advisory Board and where the process is with the nominees provided by the other community partners. We have had a very positive response to the requests and have contacted all of the nominees to-date. It is anticipated that the CAB will be selected and functioning within a few months.

A motion to approve the Citizens' Advisory Board Charter was made by Trustee DeLay and seconded by Trustee Cragun. The motion carried by unanimous consent.

4. Committee on Accessible Transportation Charter:

Jayne Blakesley, General Counsel, provided an update on the Committee on Accessible Transportation (CAT) Charter, emphasizing their role as an advisory board in matters pertaining to transportation on issues concerning people with disabilities. The process for updating the charter included the Committee on Accessible Transportation (CAT) meeting with UTA staff and providing feedback on improvement. These changes have been made to the CAT Charter provided today.

In summary, the changes include the following:

- Reduced number of members to 12 (was previously 18)
- Reduced required representation from specific disability groups from two (2) per group to one (1) per group

- Changed membership requirements to allow individuals who previously served on the CAT to reapply for membership after taking at least a one-year leave from CAT membership
- Added requirement for CAT Chair to provide an annual report to the Board of Trustees on significant accomplishments

A motion to approve the charter being forwarded to the Board for approval was made by Trustee Cragun and seconded by Trustee Cronin. The motion carried by unanimous consent.

5. Other Business

- a. Liaison, Conference & External Committee Reports – no reports given.
- b. Next Committee Meeting is December 6, 2017 @ 3:30 p.m.

6. Adjourn

The meeting was adjourned at 3:47p.m. by motion of Trustee Henderson and a second by Trustee DeLay.

Report Transcribed by Melanie Penton
Assistant to Nichol Bourdeaux
VP of External Affairs & Constituent Services
Utah Transit Authority
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UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

| | |
|-------------------------------|---|
| DATE: | March 14, 2018 |
| CONTACT PERSON: | Jayne Blakesley, General Counsel |
| SUBJECT: | April 2018 Title VI Service and Fare 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 major changes have been proposed for the April 2017 Change Day. They are the addition of route 864, an addition to routing on the 861 and an elimination of fare media. Both service changes take place in the Timpanogos Bus Unit and the fare media elimination impacts the entire system.</p> <p>After analyzing the available population and ridership data of those impacted by the changes, it was determined that none of the proposed changes negatively impacted low-income or minority populations disproportionately above the system average.</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 2) R2018-03-04 Approving April 2018 Change Day Title VI Equity Analysis 3) April 2018 Title VI Service & Fare Equity Analysis |



Executive Summary

RE: Title VI Analyses for April Change Day and Provo-Orem BRT

Introduction

Two service and fare equity analyses were conducted to review the proposed changes for April change day and the proposed changes associated with the Provo-Orem Bus Rapid Transit. 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 parameters 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 measure 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% 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 – April Change Day

Major Changes

| Route | Change |
|-------|--|
| 834 | Extend route from Riverwoods to State St/Center St in Orem |
| 864 | New route serves Thanksgiving Point area |

| | |
|---------------------|--|
| Fares Change | Eliminate contactless bank cards and NFC-enabled mobile wallet applications (Apple Pay, Google Pay, etc.) as payment method on card readers. Accounts for only .15% of fare revenue. |
|---------------------|--|



Proposed Changes – Provo-Orem Bus Rapid Transit

Changes to Parallel or Connecting Service

| Route | Change |
|-------|--|
| 811 | Route will no longer service Mt. Timpanogos Transit Center |
| 821 | Route will serve State St, 300 South in Provo instead of East Bay area |
| 830 | Route replaced by BRT |
| 838 | Route replaced by BRT |
| 840 | Route acts as a UVU campus shuttle. Proposed to be eliminated. All stops covered by route 841 |
| 850 | Route will no longer service Mt. Timpanogos Transit Center |
| 862 | Route extended to Orem FrontRunner Station; route will no longer service Mt. Timpanogos Transit Center |

Additional Proposed Changes

| Route | Change |
|-------|---|
| 821 | Route serves Payson, Salem, Spanish Fork, to Provo via I-15 (Springville portion of route to 823) |
| 823 | Route serves Springville, South Provo (created from 821) |
| 846 | Route will serve Orem 800 East, Orem 800 North, Geneva Rd, Vineyard (created from 862) |
| 849 | Route will serve UVU, Orem 1200 West, Orem 1600 North (created from 862) |
| 862 | Split into routes 846, 849 |

Findings – April Change Day

The service and fare equity analysis of the proposed addition to route 834, the addition of route 864, and the removal of a fare media *resulted in no findings*.

Findings – Provo-Orem Bus Rapid Transit

The proposed changes for the Provo-Orem BRT system will not be implemented until August change day. However, the FTA requires that these proposed changes be analyzed for Title VI prior to the beginning of revenue operations. Therefore, the following routes have had a service and fare equity analysis conducted in anticipation of the August change day schedule. Some of these changes are dependent on available funding and may or may not be implemented depending on the actions of the UTA Board of Trustees.

The service and fare equity analysis of the Provo-Orem BRT replacement of route 830 and 838 *resulted in no findings*. Of the other proposed changes, there were findings on the following routes:



Route 821 Realignment – Disparate impact *and* disproportionate burden. The realignment removes service from an area with a large percentage of low income and minority populations. However, the new route increases the population with access to the route 13 times. Those with increased access are more than twice the system average in low-income and 10.5% over the system average for minority populations. Additionally, the populations losing access to the 821 would gain access to the Provo-Orem BRT which connects them to the new alignment.

Route 840 Elimination –There is a finding of disproportionate burden. The low-income population in the area is 16.2% greater than the system average. The 840 route is a shuttle service that circulates around the campus of Utah Valley University. This route does, however, have low ridership and the plan to reallocate the operations budget from the 840 into the 841, which stops at all the same stops, is a substantial and legitimate business reason to proceed with the proposed changes. The 841 has 12 times the amount of ridership and brings riders from the Orem Central Station onto the UVU campus instead of only running on campus as the 840 does.

Creation of two routes from Route 821 – There is a finding of disproportionate burden. The proposal is to eliminate 9 stops in a low-income population in an area that is 16.2% greater than the system average. The underutilization of the stops being eliminated and the potential gains by offering more expedited service and more service in Spanish Fork was determined to be a substantial and legitimate business reason to proceed with the proposed changes.

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

R2018-03-04

March 28, 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 April 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 President/CEO, General Counsel, 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 28th day of March 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 28th day of March, 2018.

Greg Bell, Chair
Board of Trustees

Robert K. Biles, Secretary/Treasurer

Approved As To Form:

Legal Counsel

Exhibit A



Title VI Service and Fare Equity Analysis

April 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 made equitably offered and resources distributed without regard to race, color, or national origin.

The following analysis is of proposed changes to be implemented on April 8th of 2018. These changes are being proposed to improve service delivery throughout 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

Route 834 – Addition to Route:

It is proposed to add to the northern leg of the 834 route in Utah County. This new routing would connect the Riverwoods shopping complex in Provo and State Street. The added mileage is greater than 25% of the original route, which constitutes a major change according to UTA policy.

Route 864 – Creation of Route:

The Thanksgiving Point area has a large number of office buildings with substantial traffic delays which will be exacerbated by upcoming road construction projects. Route 864 will provide a connector from the commuter rail station to the office buildings on the west side of the I-15 freeway. The addition of service constitutes a major change according to UTA policy.

Removal of Fare Media:

It is proposed to eliminate the technology associated with the ability to pay with mobile digital wallets (Apple Pay, Google Pay, etc.) and contactless credit/debit cards as a fare media available through our card readers. This method of payment has limited use and direct alternatives exist on all modes of transit excluding contactless credit/debit cards on bus. The elimination of this fare media constitutes a major change.

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

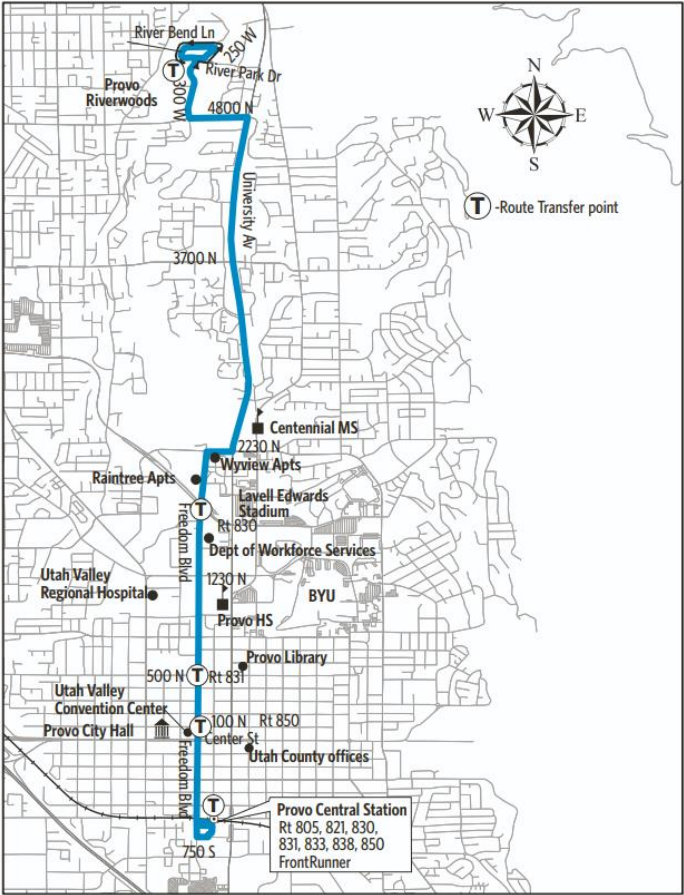
If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected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

Proposed Changes

Routes 834

Route 834 runs every 30 minutes during peak times and provides a connection from Provo Central Station through downtown Provo, near the BYU Campus, residential areas, the Riverwoods shopping area and finally the Riverwoods Urgent Care and surrounding offices.

It is proposed to carry the route further west along Orem Center Street and provide a connection to State Street. This will relocate the stop closest to the Riverwoods Urgent Care center, but provide expanded service to Western Orem. Additionally, it is proposed to reroute a small section of the route along University Avenue which rejoins the original routing via 2230 North. This will add stops and provide a stop that will connect the 834 to a future BRT station.




Route 864

The Thanksgiving Point and Silicone Slopes area of Lehi has been the fastest growing region in Utah. It is positioned in northern Utah County around the I-15 freeway with a high density of tech companies set up in the area with new offices being built. UTA has proposed to add a route that will provide a circuit around the FrontRunner commuter rail station and the office buildings to the west side of the freeway. Traffic in the area is already excessive, but will be exacerbated by extensive road construction in the area. This route would make accessing local destinations easier for those utilizing the commuter rail station in the area.

Fare Media Elimination

It has been proposed that UTA discontinue accepting contactless bank cards (VISA, MasterCard, Discover, AmEx, etc.) and Near Field Communication (NFC)-enabled mobile wallet applications as fare payment via UTA's Electronic Fare Collection (EFC) System. NFC-enabled mobile wallet applications would include, but are not limited to, Apple Pay, Google Pay and Samsung Pay. As an entity that accepts bank cards as payment, UTA is expected to comply with the Payment Card Industry Data Security Standard (PCI-DSS). In an assessment of UTA's compliance with PCI-DSS standards, our card readers accepting this method of payment was identified as a potential risk. UTA would need to invest a minimum of \$1.5 million in new hardware and software to mitigate the risk. It was determined that rather than incurring these costs, UTA proposed to eliminate this payment option.

Mobile wallet applications and contactless bank cards were used an average of about 3,400 times per month in 2017, which equals roughly \$11,200 in electronic fares sales. There is an average of 709 distinct users of this payment method each month whom average five trips per month which accounts for approximately 0.15% of our ridership each year. The use of this method of payment has been generally stagnant since 2009 when the Authority launched its EFC system.

Those who use an NFC-enabled mobile wallet application must have the app installed on their device, set up an account and input credit card information in order to use this option. Once they have set up their device, they must then approach one of our card readers and tap their phone to the reader. In order to use a contactless bank card, the card must have the capability, which is most typically indicated by a  symbol on the card. The card is tapped on the card reader and the fare is charged directly to the card.

In determining the potential impacts on riders, other payment methods that are available as a direct replacement and did not require excessive steps or requirements were accounted for. UTA recently instituted a mobile app, UTA GoRide, which allows the purchase and use of fares. Much like with the mobile wallet apps, this app does require an account and a credit card be input before it can be used. UTA GoRide could replace the mobile wallet applications with a relatively simple and comparable setup process. Although the rider may need to download a different app, there is still a method to pay for fare through a smart phone. The impact should be minimal on those riders accustomed to paying for fare via their mobile device. The UTA Go Ride App method benefits the rider's financial security by not having to pull out a credit card to

tap on the reader and have that sensitive data transmitted each time it is used. It also eliminates the opportunity for the loss of a credit card by not securing it again.

When paying with a credit card, all locations with Ticket Vending Machines (TVM) have the option to pay for fare with a credit card at rail and Bus Rapid Transit (BRT) stations. It does require additional steps where the rider would need to interface with the TVM in order to purchase their ticket, but it is available at the place they board using the payment type they already use. Although this may require planning for the time it takes to use a credit card to purchase a ticket with the TVM, the option to pay with a credit card is still available. However, TVMs are only located on rail and Bus Rapid Transit (BRT) stations, whereas the card readers are presently on all buses. Those riders who use their contactless bank cards on buses would lose their ability to pay with a credit card by tapping the card reader with it. There is no way for UTA reader equipment to differentiate between those who would use the mobile wallet apps and those that use the contactless bank cards so there is no way to gauge the number of people who would not have the direct replacement of the UTA GoRide app, but would need to use a different fare payment method. UTA has proposed to eliminate a fare media that cannot easily be replaced by another payment method. The proposed elimination will be analyzed with specific emphasis on the impact to riders of bus in order to ensure that the change is not inadvertently discriminatory to minority and/or low-income populations.

Public Outreach

UTA held a public comment period from Jan. 4 to Feb. 13, 2018 to gather feedback on proposed changes to routes 833, 834, 840 and 864. All of these routes are operated out of UTA's Timpanogos Business Unit in Utah County. In addition to the changes being analyzed here, UTA had proposed to cancel Saturday service on the 833 and 834 which received negative feedback during the comment period and public meetings. The proposed changes on the 833 and 834 triggered a disproportionate burden on low-income populations while the proposed changes to the 833 triggered a disparate impact on minority populations. Due to the feedback received and Title VI implications, the proposed changes were withdrawn.

The required public notice was posted on rideuta.com, the State of Utah's Public Notice website, on the buses operating on the fixed route buses as well as on the paratransit vehicles that operate in Utah County. The notice was also printed in the Provo Daily Herald. Extra effort was made to reach out to customers utilizing paratransit that took Saturday trips on the routes where the service was proposed to be cancelled. This effort consisted of postcards being sent

directly to the homes and caregivers of impacted paratransit riders. The postcards detailed the proposed changes and offered a direct invitation to one of the two public hearings offered during the comment period. Ultimately, the proposals that impacted paratransit riders were cancelled. The first public hearing was held January 18 at the Provo City Library and the second was held January 29 at the Provo Recreation Center.

A total of 28 people attended the public hearings, and six comments were officially received for the public record throughout the comment period. One commenter (received via email) provided feedback in regards to the changes proposed for routes 863 and 864. The commenter suggested some adjustments to the proposal in order for transit to better accommodate his growing business. The commenter also offered to provide bus turnaround and pull out locations near his office building.

A total of five comments were received regarding the service proposal for route 833. Three comments were received by email and two by telephone. All comments were in opposition to the elimination of Saturday service on this route, mainly due to the negative impact this change would have on area paratransit customers. Additionally, at the public hearing held on January 29 those who attended were generally opposed to the changes for route 833. The negative comments were all regarding the changes that are no longer being proposed. Of the remaining changes, there has been no negative feedback.

UTA included the temporary elimination of route 840 in the comment period. This route is on the Utah Valley University campus and is proposed to be eliminated during the summer semester and has historically returned for spring semester. It has been proposed to not bring this route back, but will have a title VI analysis performed prior to a full elimination of the route.

Analysis of Proposed Changes

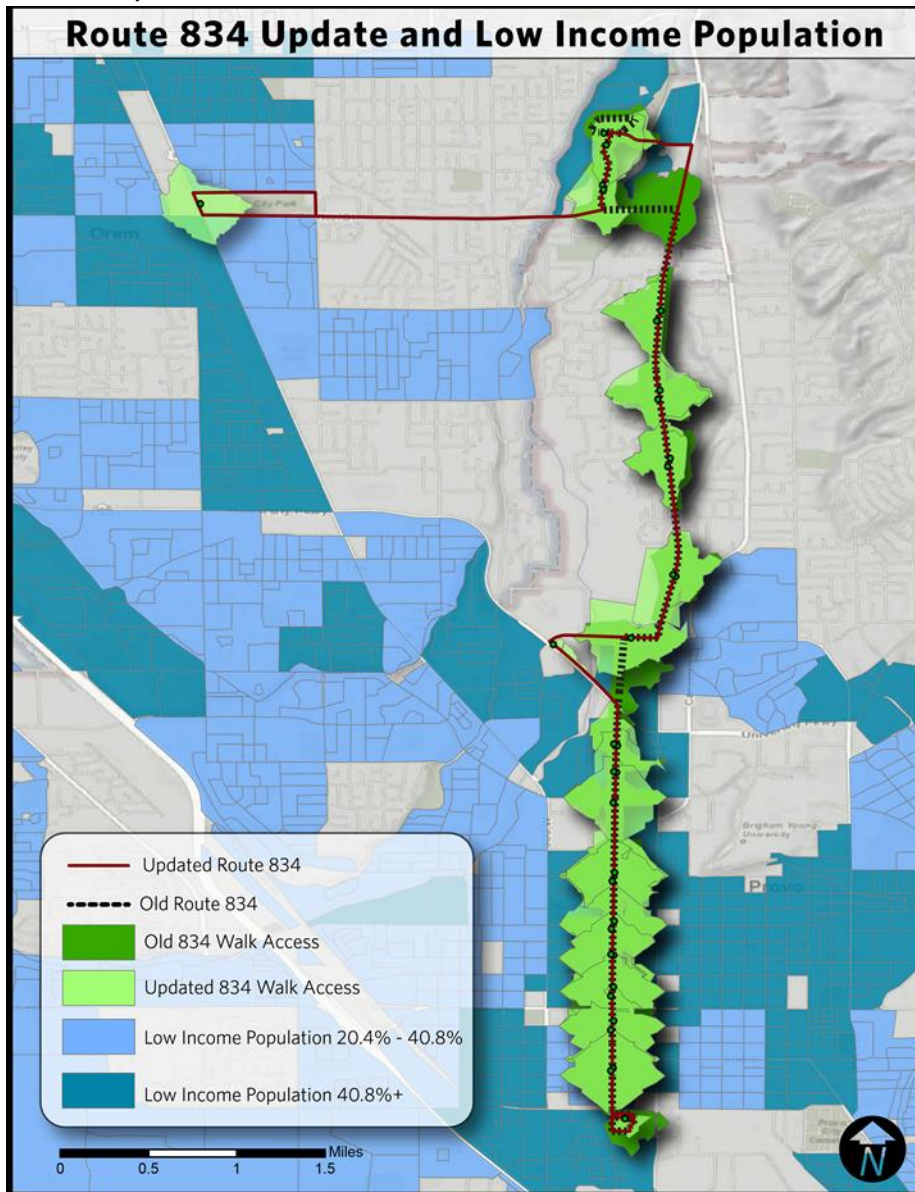
UTA is required to analyze the potential impacts of any major service change as it relates to low-income populations and minority populations. Pursuant to this requirement, UTA has created the following maps, tables and related data. The data in this section was compiled utilizing American Community 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 of the route. Fare media analysis was performed based on the location the fare media was used to board the transit vehicle. All stops and tap locations have had a one quarter mile radius applied to them based on the actual accessibility of the stop or tap location by road. Any census block that is overlapped by this walkability radius has its population included as those effected by the proposed changes. These aggregated numbers are 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.

FTA Circular 4702.1B states that an increase or decrease of fares by media type requires that the “transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the... payment media that would be subject the fare change.” Since the fare media that has been proposed to be eliminated is such a small subset of riders, the most recent rider survey did not ask questions specifically about the use of contactless bank cards and/or smart phone payment apps. As such, the ridership data used in this analysis is of a broader group of payment types. Considering the limitations of the ridership data, UTA has also compiled and presented the locations where individual riders have initiated their trip and gathered the demographic information of those locations with a one quarter mile walkability radius using the same parameters stated above.

Route 834

Low-Income Analysis - Addition

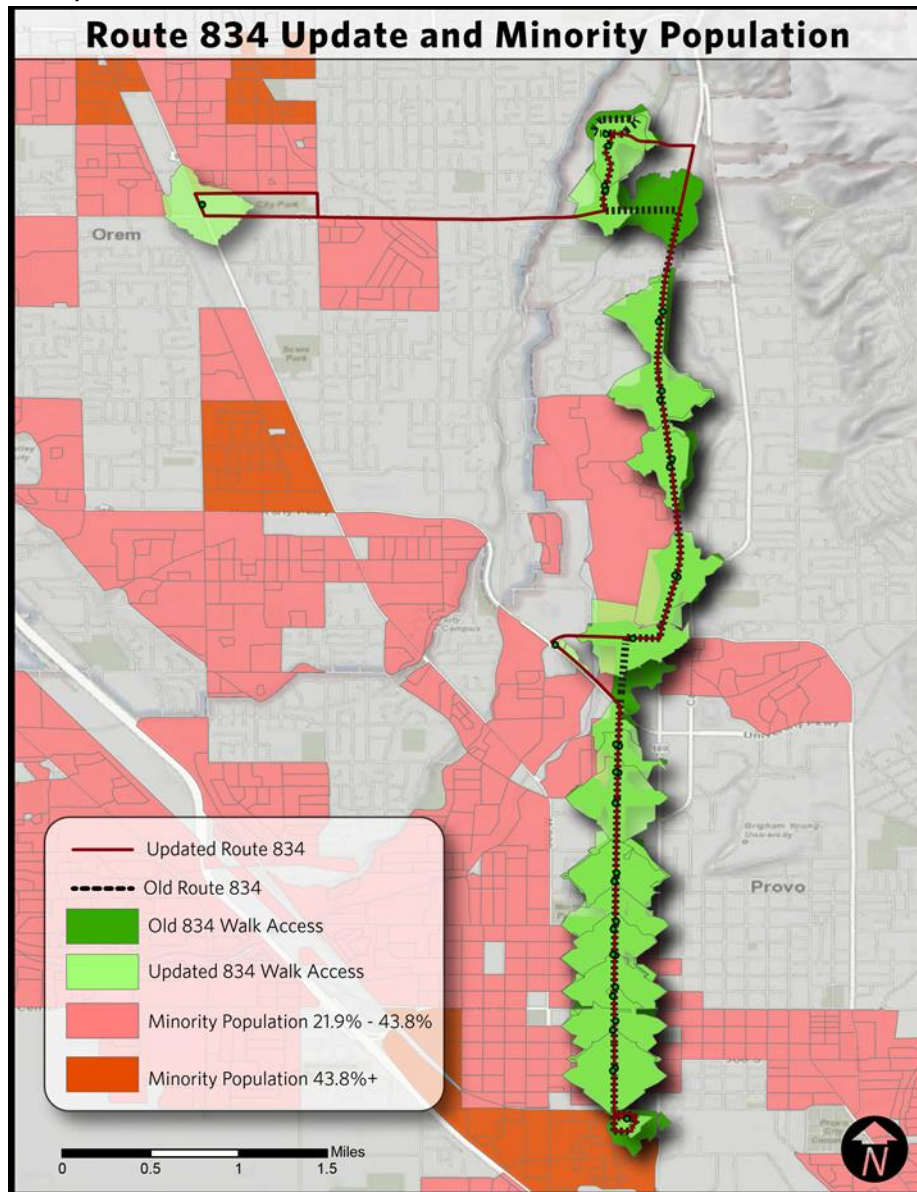


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 834 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 1,704 |
| Low-income Population: | 591 |
| Percent low-income: | 34.7% (14.3%) |

The table and figure above show the stops and distribution of low-income populations that are *gaining access* as a result of the proposed changes. The low-income populations *benefitting from* this addition is 14.3% above the system average.

Minority Analysis - Addition

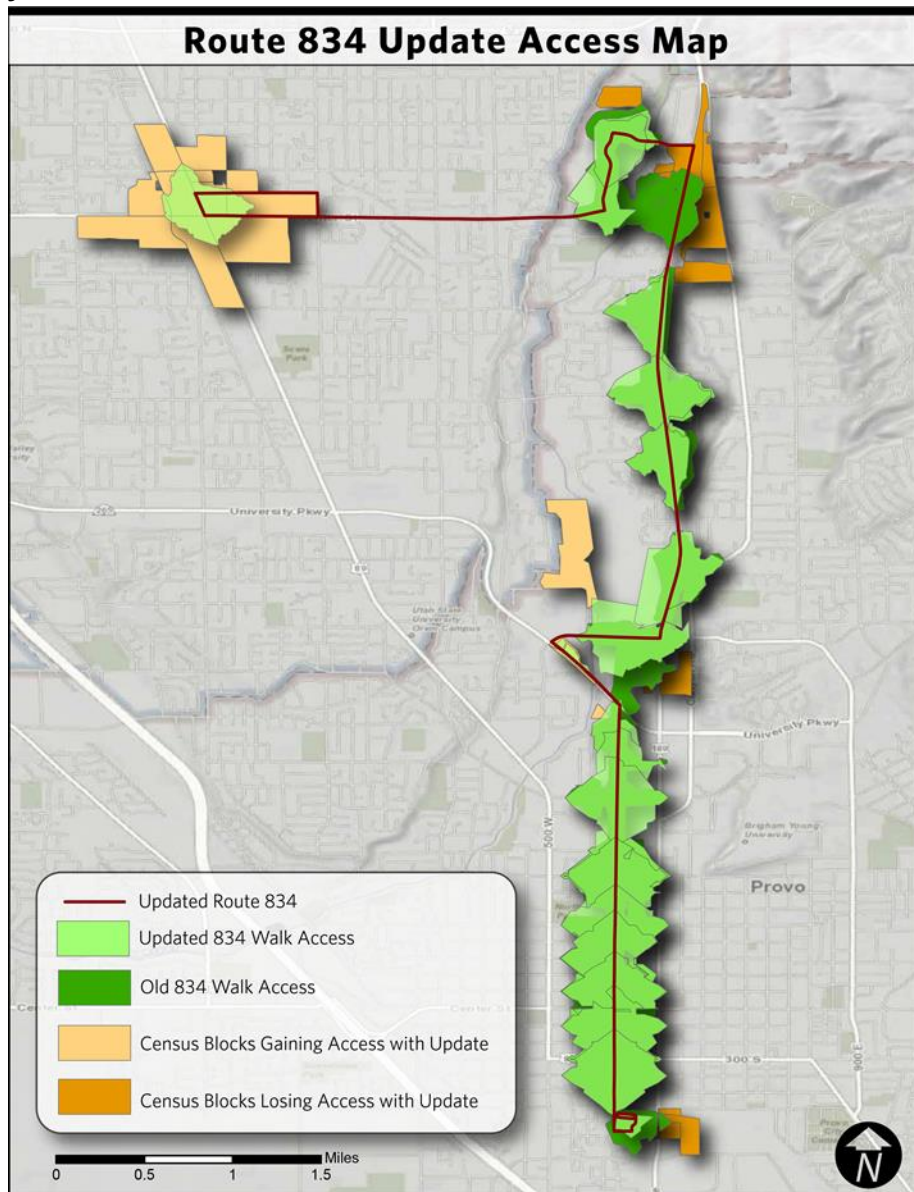


| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,455 |
| Minority Population: | 499,870 |
| Percent Minority: | 21.9% |

| Route 834 – Increased access | |
|------------------------------|--------------|
| Total Population: | 1,729 |
| Minority Population: | 472 |
| Percent Minority: | 27.3% (5.4%) |

The table and figure above show the stops and distribution of minority populations that are *gaining access* as a result of the proposed changes. The minority populations *benefiting from* this addition is 5.4% above the system average.

Analysis of Lost Access



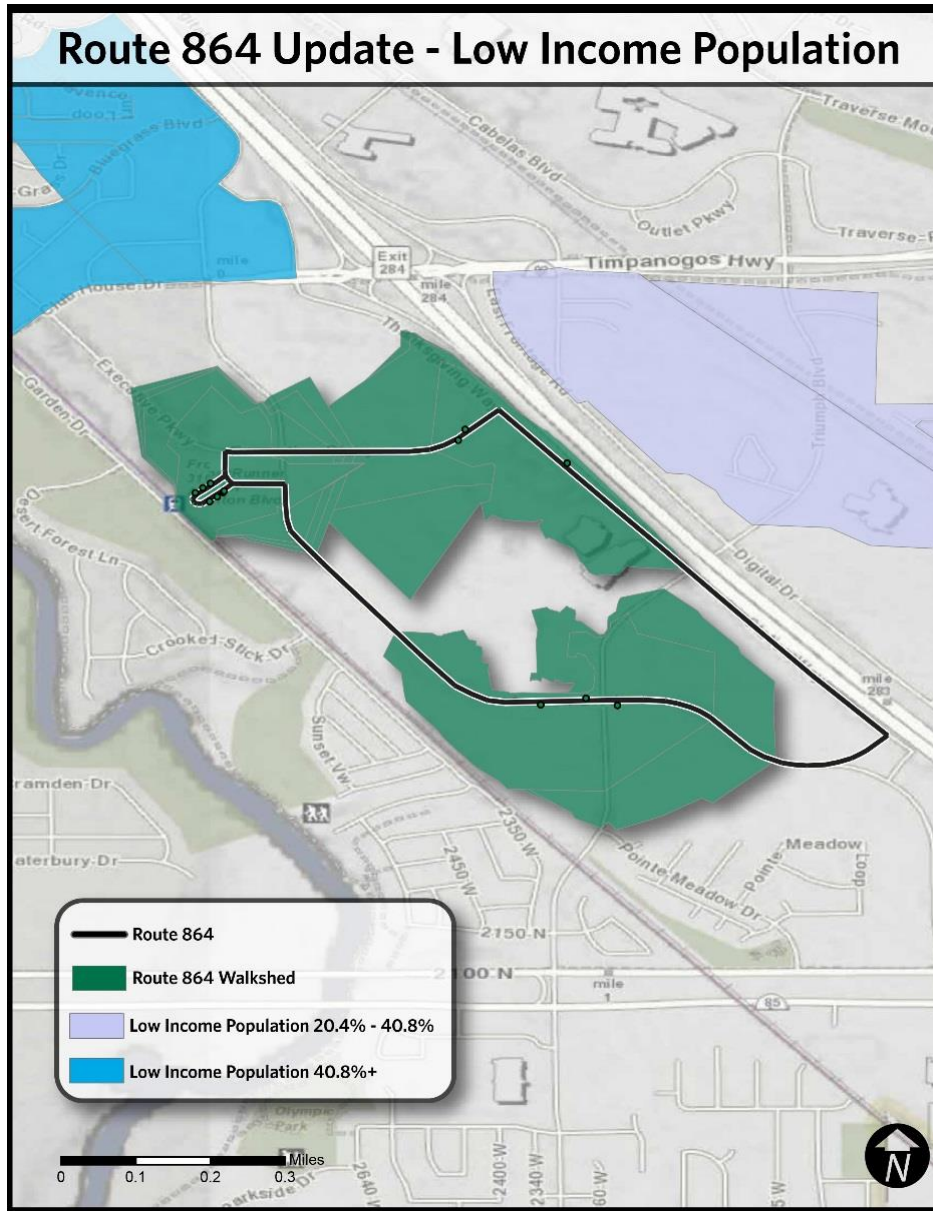
| Minority Population Losing Access | |
|-----------------------------------|---------------|
| Total Population: | 1,112 |
| Minority Population: | 147 |
| Percent Minority: | 13.2% (-8.7%) |

| Low-income Population Losing Access | |
|-------------------------------------|--------------|
| Total Population: | 1,059 |
| Minority Population: | 296 |
| Percent Minority: | 27.9% (7.6%) |

As stops have been eliminated, the map above shows those who have both gained and lost access, with the table specifically focusing on those *losing access* to previous stops. The minority populations impacted by this addition is 8.7% below the system average and low-income is 7.6% above the system average.

Route 864

Low-Income Analysis

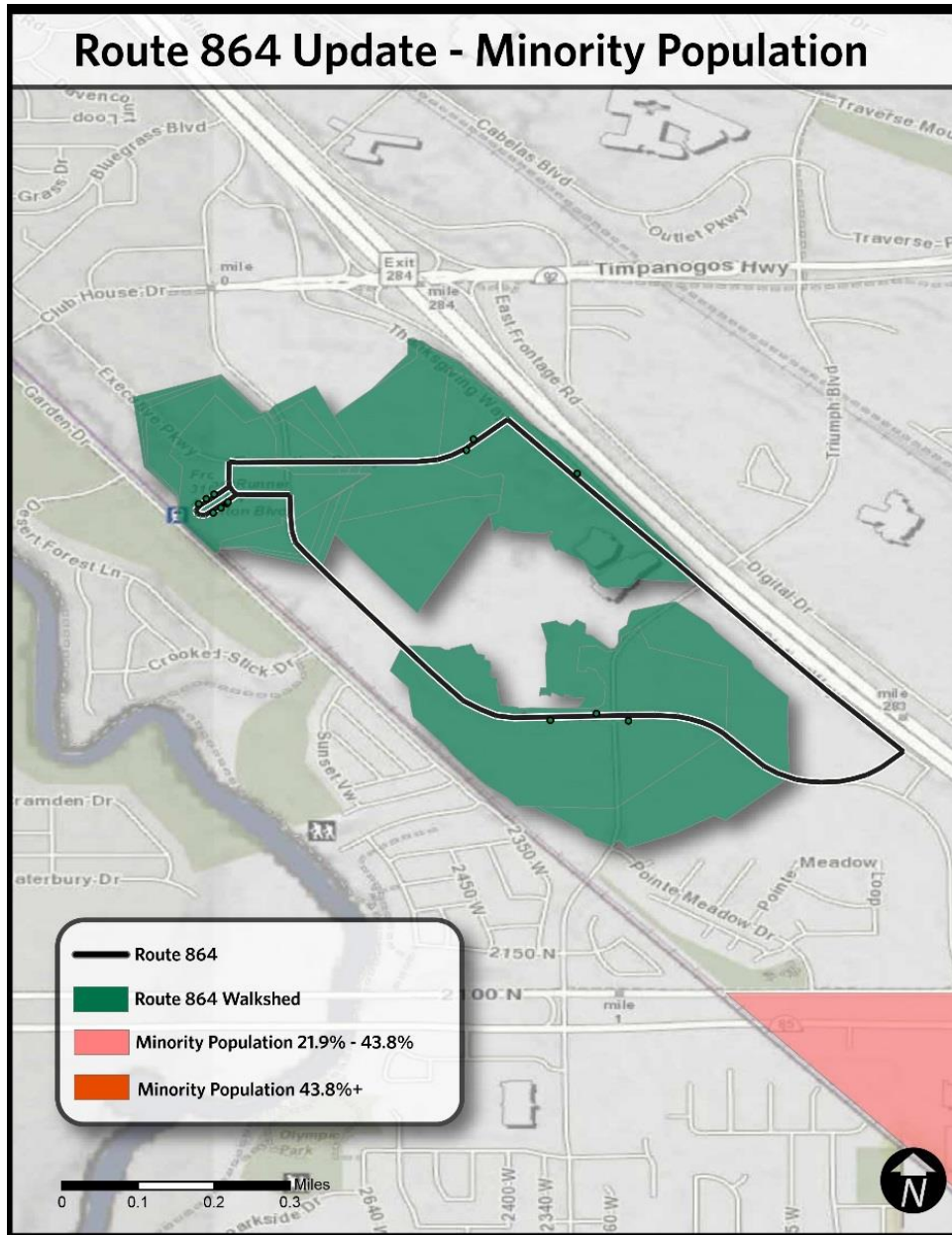


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 864 | |
|------------------------|---------------|
| Total Population: | 583 |
| Low-income Population: | 72 |
| Percent low-income: | 12.4% (-9.5%) |

As expressed in the table and figure above, the low-income populations impacted by this addition is 9.5% below the system average.

Minority Analysis

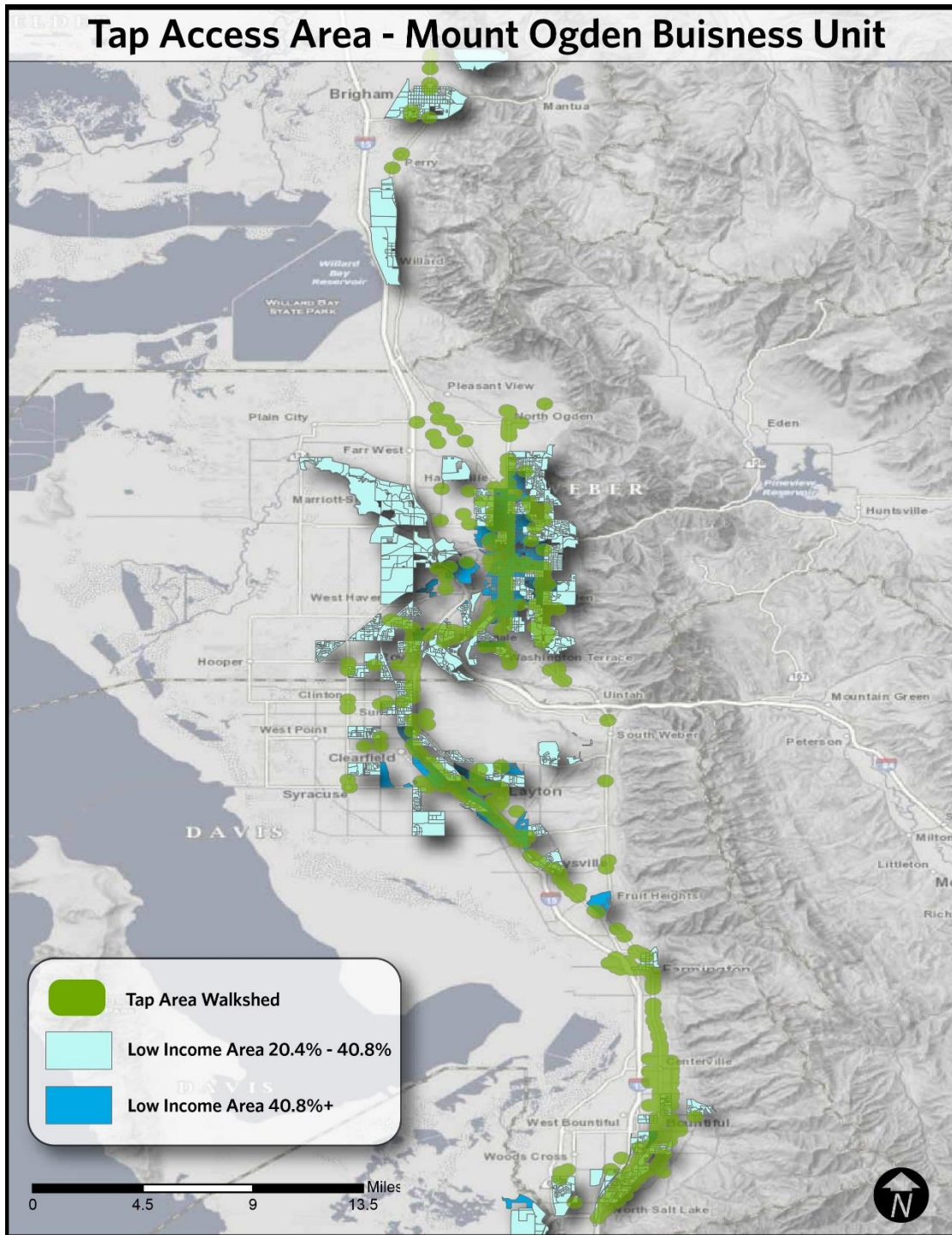


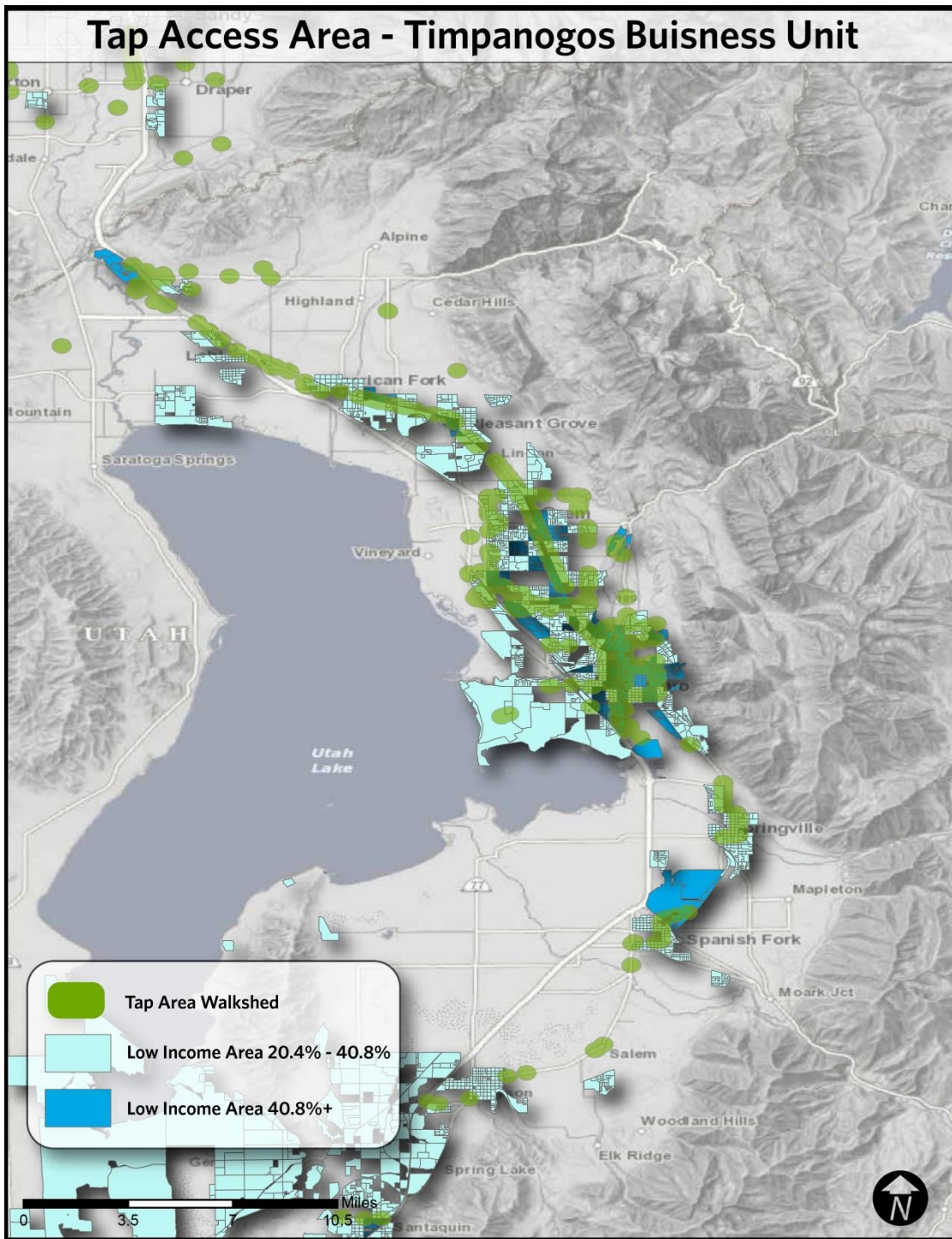
| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,455 |
| Minority Population: | 499,870 |
| Percent Minority: | 21.9% |

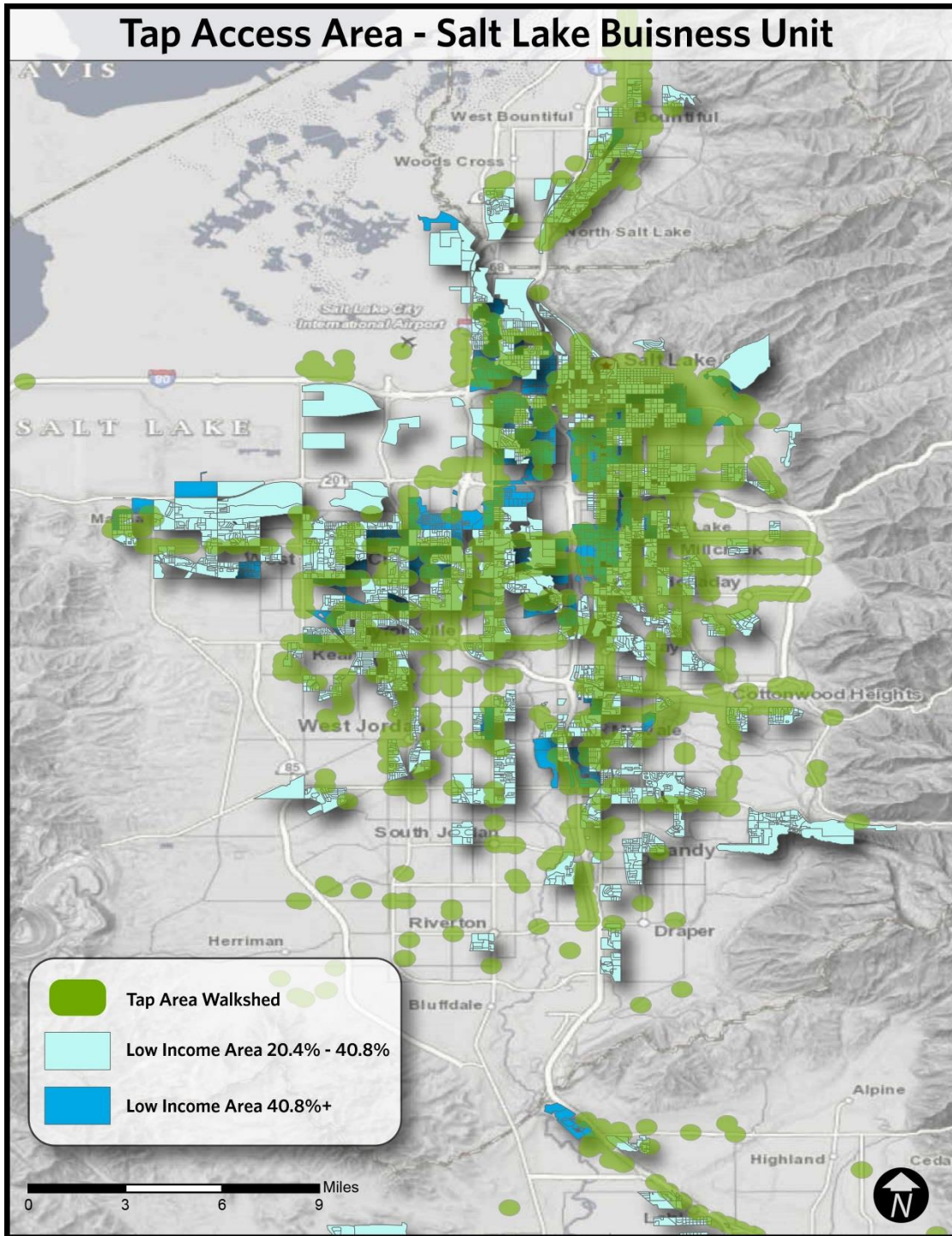
| Route 864 | |
|----------------------|---------------|
| Total Population: | 583 |
| Minority Population: | 91 |
| Percent Minority: | 15.7% (-4.7%) |

As expressed in the table and figure above, the minority populations impacted by this addition is 4.7% below the system average.

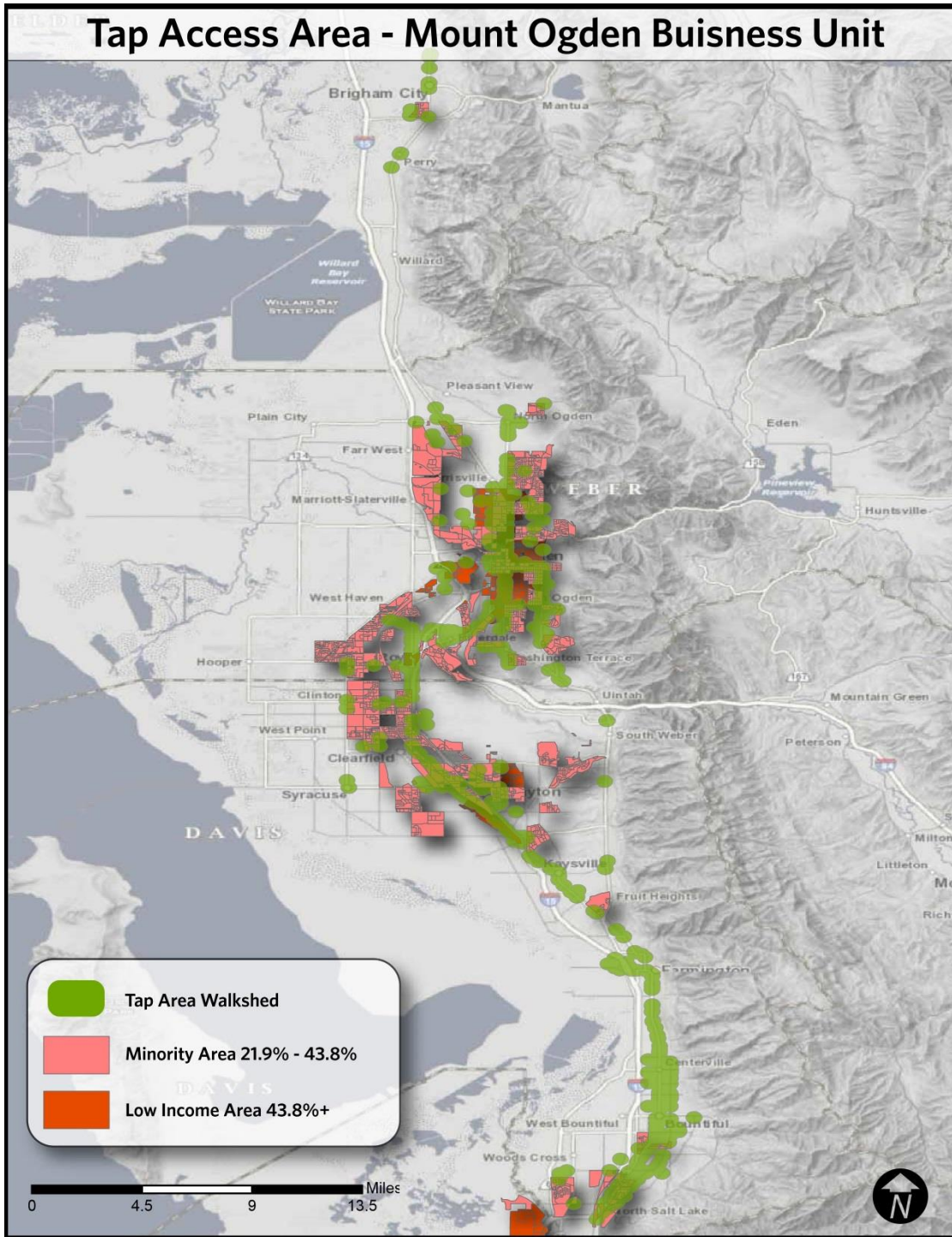
Removal of Fare Media
Low-Income Analysis



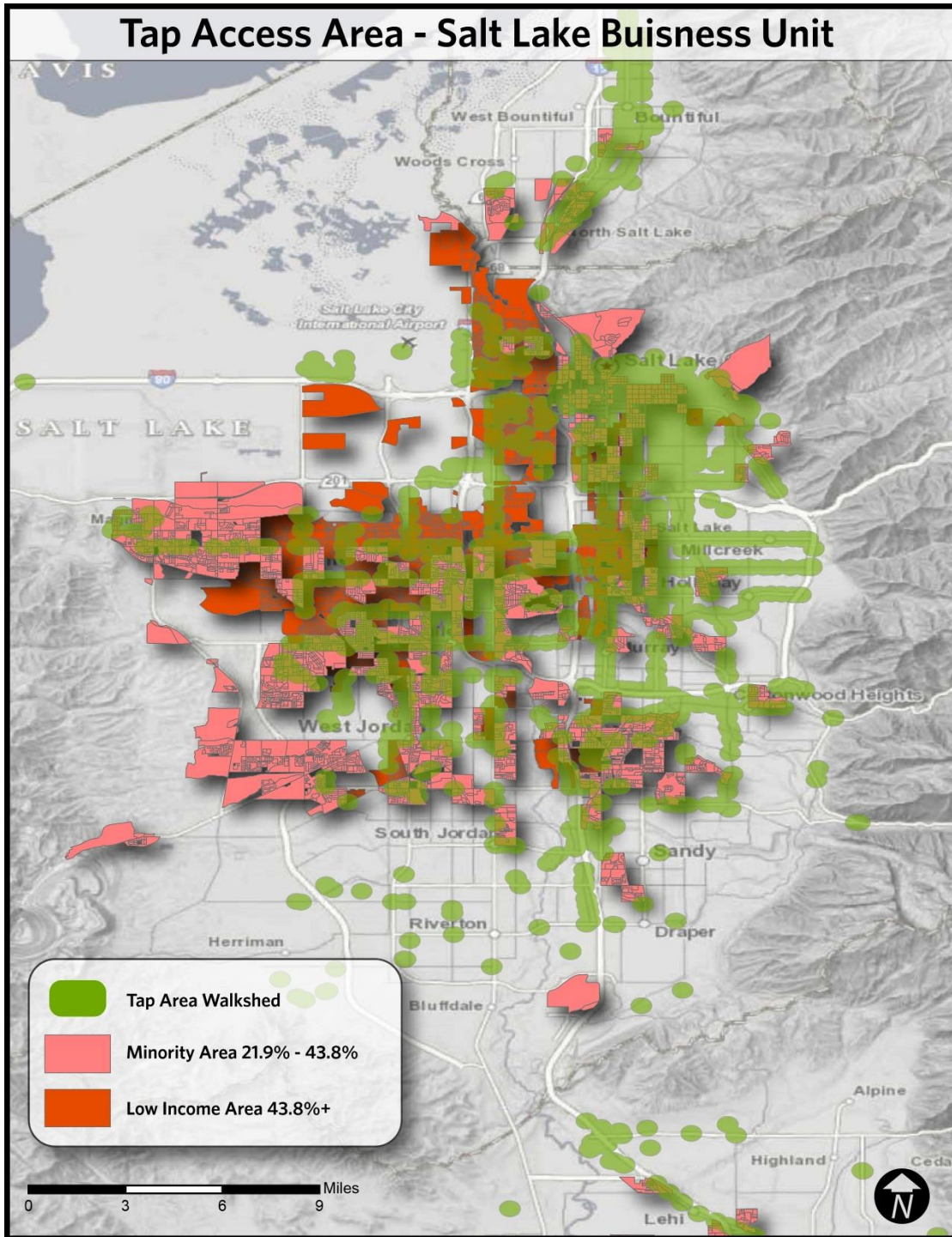




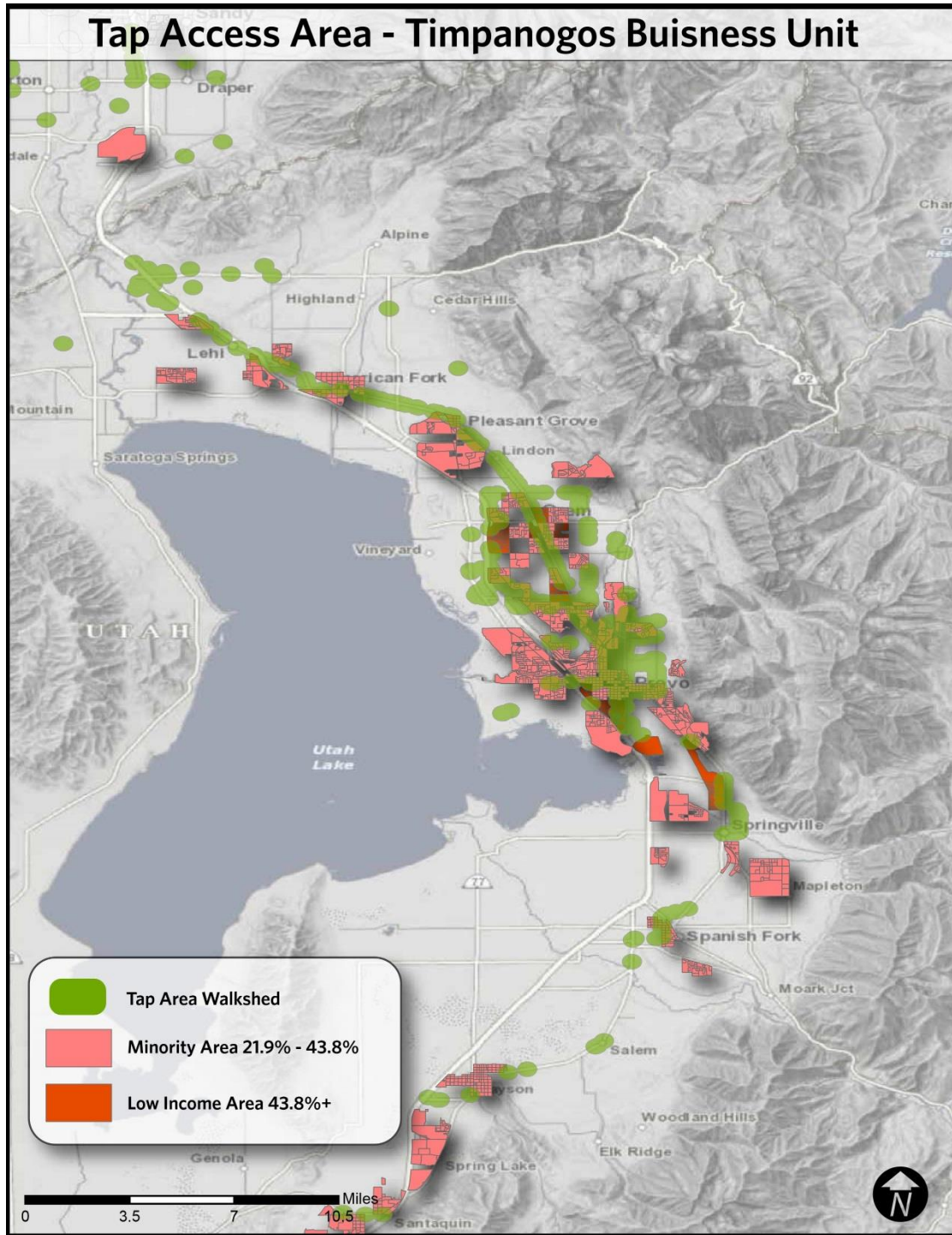
Minority Analysis



Minority Analysis Continued



Minority Analysis Continued



Findings of Analysis

Routes 834 – Addition to Route

There were no findings of a disparate impact in this analysis, rather that minority populations would benefit by the rerouting and addition of service. The data did indicate that those potentially losing access to a stop were 7.6% greater than the system average, but the number of low-income populations that benefit from the addition is almost double the number of those losing access to a quarter mile walk radius. While the low-income populations may be required to travel further to a stop, the access to the route has not been altogether eliminated. With these considerations, UTA has determined that there were no disparate impacts on low-income populations from these changes.

Routes 864 – Addition of Route

There were no disparate impacts or disproportionate burden found in the analysis of this service change. While route 864 did have 9.5% less low-income in the impacted populations than the system average, UTA has determined that the addition does not meet UTA’s policy on disparate impact. The policy states that the changes must have a “5% worse” effect on protected populations. This addition does not *negatively* impact minority populations since there was no adverse effect such as a decrease in service to fund this new route.

Removal of Fare Media

In examining the demographics of the surrounding population around all of the stop locations where this method of payment was used, there *may* be a disparate impact but there was no indication of a disproportionate burden. As shown below, the low-income population is above the system average by 4.3%, whereas the minority population is 5.3% above the system average.

| Minority Populations | |
|----------------------|--------------|
| Total Population: | 1,130,915 |
| Minority Population: | 307,981 |
| Percent Minority: | 27.2% (5.3%) |

| Low-Income Population | |
|------------------------|--------------|
| Total Population: | 1,109,296 |
| Low-Income Population: | 291,009 |
| Percent Low-Income: | 26.2% (4.3%) |

While the demographic information indicates a disparate impact, there are several factors that UTA must account for before concluding there is a disparate impact, especially when examining stop-based demographic data. As mentioned previously, the actual number of people who use this method of payment is an average of 709 people a month with no way of differentiating

how many of these 709 people use a mobile phone app versus a contactless bank card on a bus, which is the only type of payment method that does not have a direct replacement with a TVM or UTA’s GoRide phone app.

The only data specific to this payment method available are the locations the card is being used. However, the usage location does not exclusively indicate the rider’s origin where demographics could potentially show ridership. The locations are mapped any time this payment method was used in the system, which includes any place of transfer and/or the start of a return trip. While this is the only data available, it does not show the actual rider’s demographics and casts too broad a net throughout the system to be reliable for such a small number of riders.

In UTA’s most recent ridership survey, where this fare payment method was classified as “Other electronic fare payment”, the demographics of those respondents using other electronic fare payment was 22.9% minority. There are, however, many other types of payment that could fall into this category and may not be a direct reflection of the proportionately small subset of those using mobile wallet applications and contactless bank cards. However, as a comparison group of the demographics of those that use electronic fare media, the results of the survey are included below. Note that ridership data is not compared to the system average as defined by the populous of the service area, but that it is compared to the demographics of our ridership data as collected from the survey.

| Other EFC Ridership - Minority Populations | |
|---|---------------|
| Total Population: | 3,274 |
| Minority Population: | 671 |
| Percent Minority: | 20.5% (-4.4%) |

| Other EFC Ridership – Low-income Population | |
|--|----------------|
| Total Population: | 2,617 |
| Low-Income Population: | 843 |
| Percent Low-Income: | 32.2% (-12.3%) |

If this data were to reflect the demographics of those using the payment method proposed to be eliminated, this would indicate that electronic fare media is used less by minority and low-income populations than the ridership average.

In spite of the tap location demographics, the small number of people using this fare payment method (0.15% of ridership) and the general demographics of riders who use other electronic fare media, UTA has determined that there is no disparate impact or disproportionate burden borne by minority or low-income populations.

Appendix A - April 2018 Change Day Public Comment Report

Utah County

Routes 833, 834, 840 and 864

Comment Period: 1/4/18-2/13/18

Prepared by Erika Shubin, UTA Public Hearing Officer

For April 2018 Change Day, the UTA Timpanogos (Utah County) Business Unit proposed changes for routes 833, 834, 840 and 864. The proposal for routes 833 and 834 included the elimination of two weekday trips due to schedule changes related to the implementation of Positive Train Control on FrontRunner and a discontinuation of all Saturday trips due to low ridership. The route 840 (a seasonal route) proposal called for the route to be discontinued and replaced by adding additional route 841 trips, and the route 864 is a proposed new route to serve the west side of I-15 near the Lehi Station.

Public Comments and Outreach

In accordance with UTA policy, a public comment period was held from Jan. 4 through Feb. 13, 2018. Several activities were conducted during this period to inform riders and the public and to obtain feedback:

- The 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. In addition, the UTA's Special Services business unit sent postcards to each impacted paratransit customer or to the customer's caregiver.
- Two formal public open houses were held. One open house took place Jan. 18 at the Provo City Library (550 North University Avenue in Provo, Utah), and the second took place Jan. 29 at the Provo Recreation Center (320 West 500 North in Provo, Utah). A total of 28 people attended the two hearings.
- Fliers were posted on select Utah County buses and on Utah County paratransit vehicles.
- Comments were accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and by phone.

Overall, seven comments were received on all proposals. One commenter (received via email) provided feedback in regards to the proposed new route, route 864. The commenter suggested some adjustments to the proposal in order for transit to better accommodate his growing business. The commenter also offered to provide bus turnaround and pull out locations near his office building.

A total of six comments were received regarding the service proposals for routes 833 and 834 – four via email, one at the public hearing and one via telephone. All comments were in opposition to the elimination of Saturday service on these routes, mainly due to the negative impact this change would have on area paratransit customers. Additionally, at the public hearing held on Jan. 29, those who attended were generally opposed to the changes for route 833.

No comments were received regarding the proposed cancellation of route 840.

The proposed changes were as follows:

(From the public notice)

- Route 833: Elimination of two weekday trips due to schedule changes. All Saturday trips will be discontinued due to low ridership.
- Route 834: Elimination of two weekday trips due to schedule changes. Route will be extended to the intersection of Orem Center Street and State Street to allow for transfers to route 850 near Orem City Offices. All Saturday trips will be discontinued due to low ridership.
- Route 840: Route to be discontinued and replaced by adding additional route 841 trips. Proposed change will provide customers with more seat availability between the Orem FrontRunner Station and Utah Valley University.
- Route 864: This is a proposed new route to serve the west side of I-15 near Lehi Station. Route will be interlined with route 863 and will only offer weekday peak hour service.
- The proposed fixed bus route changes should be of interest to paratransit eligible riders. UTA is required to provide paratransit at a comparable level of service as to what is provided by the fixed route system. The public transportation guidelines of the Americans with Disabilities Act (ADA) require UTA to provide paratransit services only within a ¼ mile service corridor on either side of a fixed bus route and around a light rail (TRAX) station. UTA Paratransit must provide services during the same days and hours of operation as these fixed route services. Areas that would no longer have fixed bus routes would no longer have direct curb-to-curb paratransit services.

Outcome:

Based on the feedback received and other factors, the proposal for route 833 will not go forward. For route 834, the proposed alignment changes will proceed, but Saturday service will not be eliminated. Route 840 is seasonal service, and the route will be discontinued for the season but will not be permanently eliminated at this time as proposed, and the addition of route 864 will proceed as outlined. Service changes will begin April 8, 2018.

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

| | |
|-------------------------------|---|
| DATE: | March 14, 2018 |
| CONTACT PERSON: | Jayne Blakesley, General Counsel |
| SUBJECT: | Provo-Orem Bus Rapid Transit Title VI Service and Fare 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>The analysis reviews the proposed transition from the current service offered to what will be offered by the Provo-Orem BRT project and all parallel and connected proposed changes. The proposed changes are to replace routes 830 and 838 with the BRT line. This and all associated changes are to be implemented in August 2018. Many parallel routes will need to be adjusted to better interface with the new service. There are also several changes proposed to connecting routes which are aimed at offering a better service experience to riders.</p> <p>After analyzing the population and ridership data of those impacted by the proposed changes, it was determined that none of the proposed changes directly related to the 830 and 838 being replaced with the BRT and small alignment adjustments negatively impacted low-income or minority populations disproportionately above the system average.</p> <p>Some findings were noted in the analysis on other changes, but were addressed in such a way that it would still be possible to continue with the proposed changes after public comment.</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 2) R2018-03-05 Approving the Provo-Orem BRT Title VI Equity Analysis 3) Title VI Service & Fare Equity Analysis, Provo-Orem BRT |



Executive Summary

RE: Title VI Analyses for April Change Day and Provo-Orem BRT

Introduction

Two service and fare equity analyses were conducted to review the proposed changes for April change day and the proposed changes associated with the Provo-Orem Bus Rapid Transit. 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 parameters 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 measure 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% 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 – April Change Day

Major Changes

| Route | Change |
|-------|--|
| 834 | Extend route from Riverwoods to State St/Center St in Orem |
| 864 | New route serves Thanksgiving Point area |

| | |
|---------------------|--|
| Fares Change | Eliminate contactless bank cards and NFC-enabled mobile wallet applications (Apple Pay, Google Pay, etc.) as payment method on card readers. Accounts for only .15% of fare revenue. |
|---------------------|--|



Proposed Changes – Provo-Orem Bus Rapid Transit

Changes to Parallel or Connecting Service

| Route | Change |
|-------|--|
| 811 | Route will no longer service Mt. Timpanogos Transit Center |
| 821 | Route will serve State St, 300 South in Provo instead of East Bay area |
| 830 | Route replaced by BRT |
| 838 | Route replaced by BRT |
| 840 | Route acts as a UVU campus shuttle. Proposed to be eliminated. All stops covered by route 841 |
| 850 | Route will no longer service Mt. Timpanogos Transit Center |
| 862 | Route extended to Orem FrontRunner Station; route will no longer service Mt. Timpanogos Transit Center |

Additional Proposed Changes

| Route | Change |
|-------|---|
| 821 | Route serves Payson, Salem, Spanish Fork, to Provo via I-15 (Springville portion of route to 823) |
| 823 | Route serves Springville, South Provo (created from 821) |
| 846 | Route will serve Orem 800 East, Orem 800 North, Geneva Rd, Vineyard (created from 862) |
| 849 | Route will serve UVU, Orem 1200 West, Orem 1600 North (created from 862) |
| 862 | Split into routes 846, 849 |

Findings – April Change Day

The service and fare equity analysis of the proposed addition to route 834, the addition of route 864, and the removal of a fare media *resulted in no findings*.

Findings – Provo-Orem Bus Rapid Transit

The proposed changes for the Provo-Orem BRT system will not be implemented until August change day. However, the FTA requires that these proposed changes be analyzed for Title VI prior to the beginning of revenue operations. Therefore, the following routes have had a service and fare equity analysis conducted in anticipation of the August change day schedule. Some of these changes are dependent on available funding and may or may not be implemented depending on the actions of the UTA Board of Trustees.

The service and fare equity analysis of the Provo-Orem BRT replacement of route 830 and 838 *resulted in no findings*. Of the other proposed changes, there were findings on the following routes:



Route 821 Realignment – Disparate impact *and* disproportionate burden. The realignment removes service from an area with a large percentage of low income and minority populations. However, the new route increases the population with access to the route 13 times. Those with increased access are more than twice the system average in low-income and 10.5% over the system average for minority populations. Additionally, the populations losing access to the 821 would gain access to the Provo-Orem BRT which connects them to the new alignment.

Route 840 Elimination –There is a finding of disproportionate burden. The low-income population in the area is 16.2% greater than the system average. The 840 route is a shuttle service that circulates around the campus of Utah Valley University. This route does, however, have low ridership and the plan to reallocate the operations budget from the 840 into the 841, which stops at all the same stops, is a substantial and legitimate business reason to proceed with the proposed changes. The 841 has 12 times the amount of ridership and brings riders from the Orem Central Station onto the UVU campus instead of only running on campus as the 840 does.

Creation of two routes from Route 821 – There is a finding of disproportionate burden. The proposal is to eliminate 9 stops in a low-income population in an area that is 16.2% greater than the system average. The underutilization of the stops being eliminated and the potential gains by offering more expedited service and more service in Spanish Fork was determined to be a substantial and legitimate business reason to proceed with the proposed changes.

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY APPROVING THE PROVO – OREM BUS RAPID TRANSIT
TITLE VI EQUITY ANALYSIS**

R2018-03-05

March 28, 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 Provo – Orem Bus Rapid Transit 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 Provo – Orem Bus Rapid Transit 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 President/CEO, General Counsel, 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 28th day of March 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 28th day of March 2018.

Greg Bell, Chair
Board of Trustees

Robert K. Biles, Secretary/Treasurer

Approved As To Form:

Legal Counsel

Exhibit A

Title VI Service and Fare Equity Analysis

Provo-Orem Bus Rapid Transit

Utah Transit Authority

Prepared by: Andrew Gray

Graphics and Data by: 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 ensuring that FTA-assisted benefits and related services are made available and are equitably 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 improve service delivery and connectivity throughout Utah County locations, including two major universities. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impacts 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.

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* [emphasis added], 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. If the entity that builds the project is different from the transit provider that will operate the project, the transit provider operating the project shall conduct the analysis. The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. The transit provider shall also conduct a fare equity analysis for any and all fares that will change as a result of the capital project."

Pursuant to this guidance and requirement, UTA has conducted this Service and Fare Equity Analysis for the Provo-Orem BRT fixed guideway project and related changes. It is with the express permission of the Federal Transit Administration that UTA brings the analysis before the board five months prior to the beginning of revenue operations.

Summary of Proposed Changes

Provo-Orem Bus Rapid Transit:

Utah Transit Authority will begin operation of the Provo-Orem Bus Rapid Transit (BRT) in August of 2018. The proposed Provo-Orem BRT will serve Utah Valley University, Brigham Young University, Downtown Provo, two malls, two commuter rail stations and several other key locations throughout Provo and Orem. Peak headways are proposed at 6 minutes and will have increased amenities both at stops and on the transit vehicle itself.

Changes to Parallel or Connecting Service

As the Provo-Orem BRT is completed, it will replace the existing routes 830 and 838's. It will also absorb their operational budget. The 830 presently runs nearly the exact routing as the proposed BRT line from the Orem FrontRunner commuter rail station to the Provo station. The 830 has 15 minute headways. The 838 runs from the Provo station and connects the University mall and the East Bay Technology Park and runs three times in the morning and three times in the evening. The transition will decrease the number of stops on both of these routes.

Routes 830, 811, 850 and 862 currently service the Mount Timpanogos Transit Center, which is a quarter mile away from a proposed BRT Station. The 830 stop at this location will not be replaced by the Provo-Orem BRT. Routes 811, 850 and 862 will be moving stop locations to more efficiently interface with the new BRT station. Route 862 had s proposed alignment change to better interface with the Provo-Orem BRT and provide better service.

Additional Proposed Changes

The Utah Transit Authority has proposed two other changes that may be approved to come into service at the same time that the Provo-Orem BRT will. These changes are pending budgetary approval, but are included in this analysis in order ensure Title VI requirements are incorporated in the decision making process. They will increase and target service to communities in the Utah Valley in an effort to increase access and ridership.

Fare Considerations

There is a proposal from the Mountainland Association of Governments to provide a sponsored fare for the Provo-Orem BRT which would be at no cost to the individual rider. Sponsorship would pay what would have been collected through farebox recovery.

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. *"Bus Rapid Transit (BRT)"* refers to a high-quality bus-based transit system that delivers fast and efficient service that may include dedicated lanes, busways, traffic signal priority, off-board fare collection, elevated platforms and enhanced stations. Since BRT contains features similar to a light rail or subway system, it is often considered more reliable, convenient and faster than regular bus services. With the right features, BRT is able to avoid the delays that can slow regular bus services, like being stuck in traffic and queuing to pay on board.
- C. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.
- D. *"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.

- E. "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.
- F. "Minority Population" means any readily identifiable group of minority persons who live in geographic proximity.
- G. "National Origin" means the particular nation in which a person was born, or where the person's parents or ancestors were born.
- H. "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.

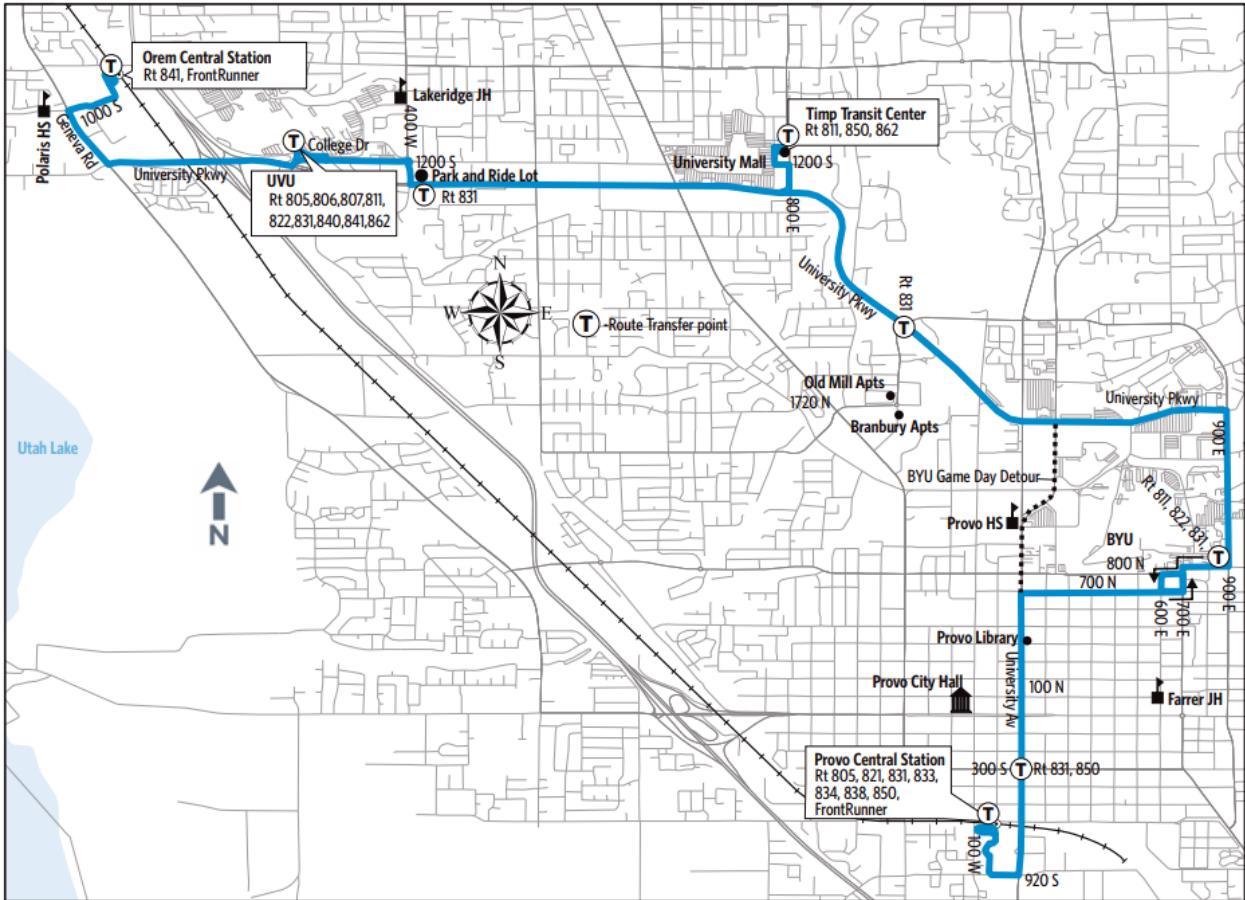
Proposed Changes

Provo-Orem BRT Replacement

Route 830 - Removal

Route 830 runs from the Orem Central Station, which is serviced by the commuter rail FrontRunner, through Orem and Provo connecting Utah Valley University and Brigham Young University and ends at the Provo Central Station. According to the 2015-2016 on board survey conducted by UTA, this route is largely ridden by students going to and from class (54% of riders surveyed). 73% of riders also reported that transit was their only method of travel other than walking to get where they were going, making this route crucial for many people. In calendar year 2016, this route averaged 2,380 boardings per day and is the second most utilized route in the Timpanogos Bus Unit. This route will be eliminated and immediately replaced with the Provo-Orem BRT.

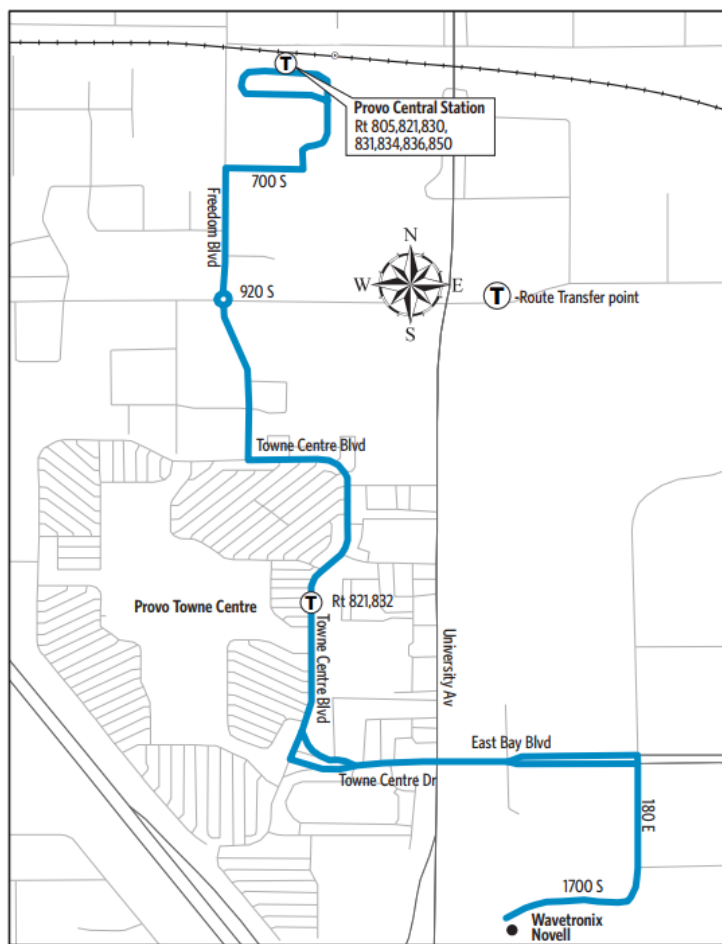
Route 830-Provo/Orem FrontRunner Connector



Route 838 – Removal

Route 838 runs six times per day, three in the morning and three in the afternoon. The schedule is shown below. This route averages 42 boardings per day and is primarily focused on connecting the FrontRunner station to shopping and employment destinations. The 838 will be replaced by the Provo Orem BRT. The route of the Provo-Orem BRT will not follow the exact path of the 838 it is replacing, but it will provide ample opportunity through similar stop locations and an additional stop on the southern end of the East Bay Technology Park to get to and from the same locations with increased service.

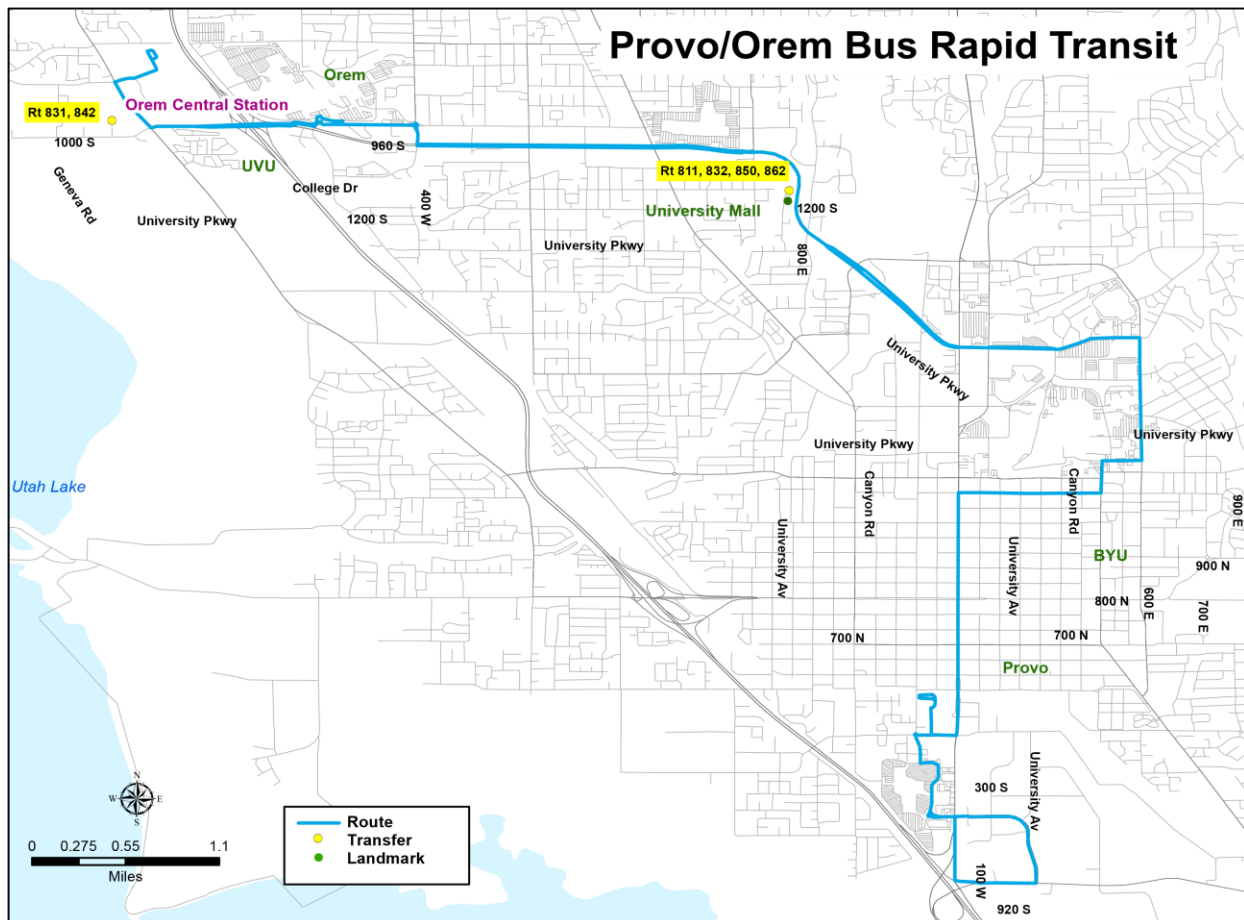
Route 838-East Bay



| Provo Central Station | Provo Towne Centre Mall | East Bay | Provo Towne Centre Mall | Provo Central Station |
|-----------------------|-------------------------|----------|-------------------------|-----------------------|
| 747a | 751a | 753a | 756a | 800a |
| 817 | 821 | 823 | 826 | 830 |
| 847 | 851 | 853 | 856 | 900 |
| 429p | 433p | 435p | 438p | 442p |
| 459 | 503 | 505 | 508 | 512 |
| 529 | 533 | 535 | 538 | 542 |

Provo-Orem BRT - Addition

The proposed Provo-Orem BRT will serve Utah Valley University, Brigham Young University, Downtown Provo, two malls, two commuter rail stations and several other key locations. Residential density in key sections of the project is the highest in Utah outside downtown Salt Lake. However, the area was designed with insufficient highway capacity, and what capacity exists is now overwhelmed. At peak hours, University Parkway and University Avenue both have very long wait times, with traffic waiting 2-4 cycle lengths just to reach the front of the line. In that environment sits Route 830, the most heavily used in the county in terms of passengers per mile, but it is stuck in the same traffic.

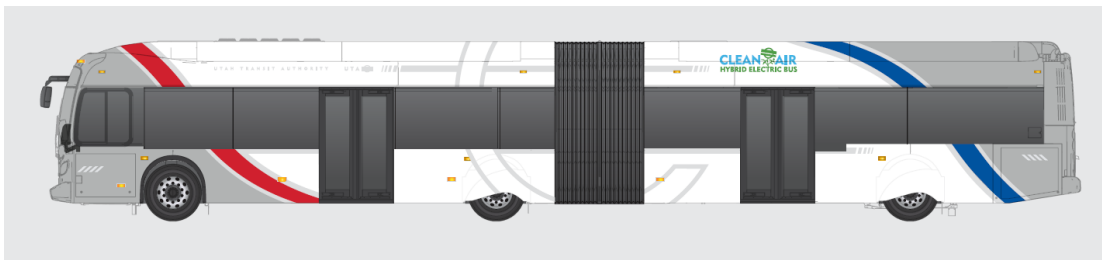


There is market demand to intensify and redevelop the corridor. There is room to widen, and giving another lane to vehicles is one option for creating capacity needed to serve emerging redevelopment, but this is a temporary solution that may encourage more auto dependency. The more sustainable solution is the congestion free transit that bus rapid transit would offer. 51% of the Provo-Orem BRT's route will offer dedicated lanes that regular traffic will not be

able to access. In addition, UTA will include GPS in the buses that will interface with stop lights that will prioritize any transit vehicles running behind schedule. In a travel forecasting report conducted jointly by Metro Analytics and the Wasatch Front Regional Council, it was estimated one-way boardings will be around 12,000 per day which will greatly benefit both the community utilizing the Provo-Orem BRT and decrease traffic for those not riding this service.



In addition to a dedicated lane, UTA will be constructing stations much like a light rail which will decrease wait time. An artist's rendering is shown above of the Provo Library Station concept. This illustration shows seating, shelter, garbage receptacles, card readers and TVMs. The Authority has also ordered 25 articulating buses, 18 of which will be in service at any time. These buses will provide ample seating and near level-boarding from stations. As shown in the image below, they have five doors to accommodate center platform stations in the middle of the road (as shown in the image above) and side platform stations with one station on each side of the road.



Fare Considerations

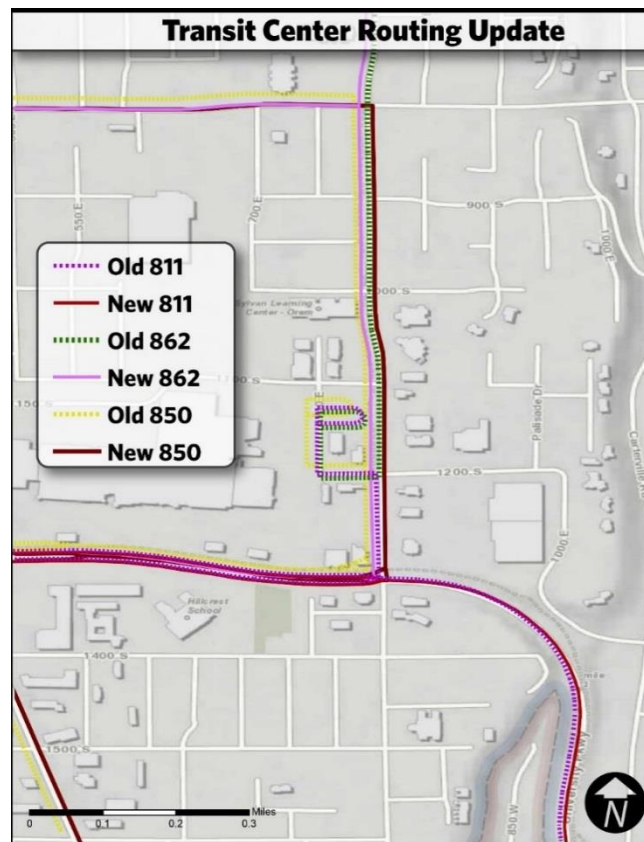
Mountainland Association of Governments (MAG) has expressed interest in allocating funding to sponsor the fare of the Provo-Orem BRT. This fare sponsorship would require no fare to be paid by the individual rider, but would be paid on their behalf by MAG. If this proposal is not approved, UTA may offer no cost to riders as a promotional fare with no plans to have this exceed the six month promotional fare period. If, for any reason, the promotional fare period is going to be exceeded, UTA will conduct a fare equity analysis before it becomes the permanent fare in accordance with UTA policy and FTA requirements.

Mt. Timpanogos Transit Center – Stop Relocation

The Mount Timpanogos Transit Center is located at 1145 South 750 East, just east of the University Place Mall. The routing requires the present service on the 830 to divert from University Parkway, turn at the light, stop at the transit center, then proceed south ultimately taking another turn to get back onto University Parkway. A map is shown below. Eliminating this detour will make the Provo-Orem BRT more efficient. A station will be placed on University Parkway less than a quarter mile away from the Mt. Timpanogos Transit Center.



In response to this, there will also be a need to modify other routes servicing the Transit Center in order to increase connectivity to the Provo-Orem BRT. Routes 811, 850 and 862 will have their trips to the Mount Timpanogos Transit Center adjusted to meet the nearest Provo-Orem BRT station. The 811 will stop along University Parkway and *not* proceed north to the transit center. The 850 will stop at the BRT station and not turn into the transit center. The 862 will proceed south on 800 East, West on University Parkway and go around the block utilizing State Street and 800 South. UTA considers these changes included in the stop to station comparative analysis of the 830 removal as these other routes have the same populations impacted as those of the 830. Additionally, stops along the 862 are listed as mitigation in this area as it connects northern riders to the new BRT Station. See below for a map illustrating the new routing.

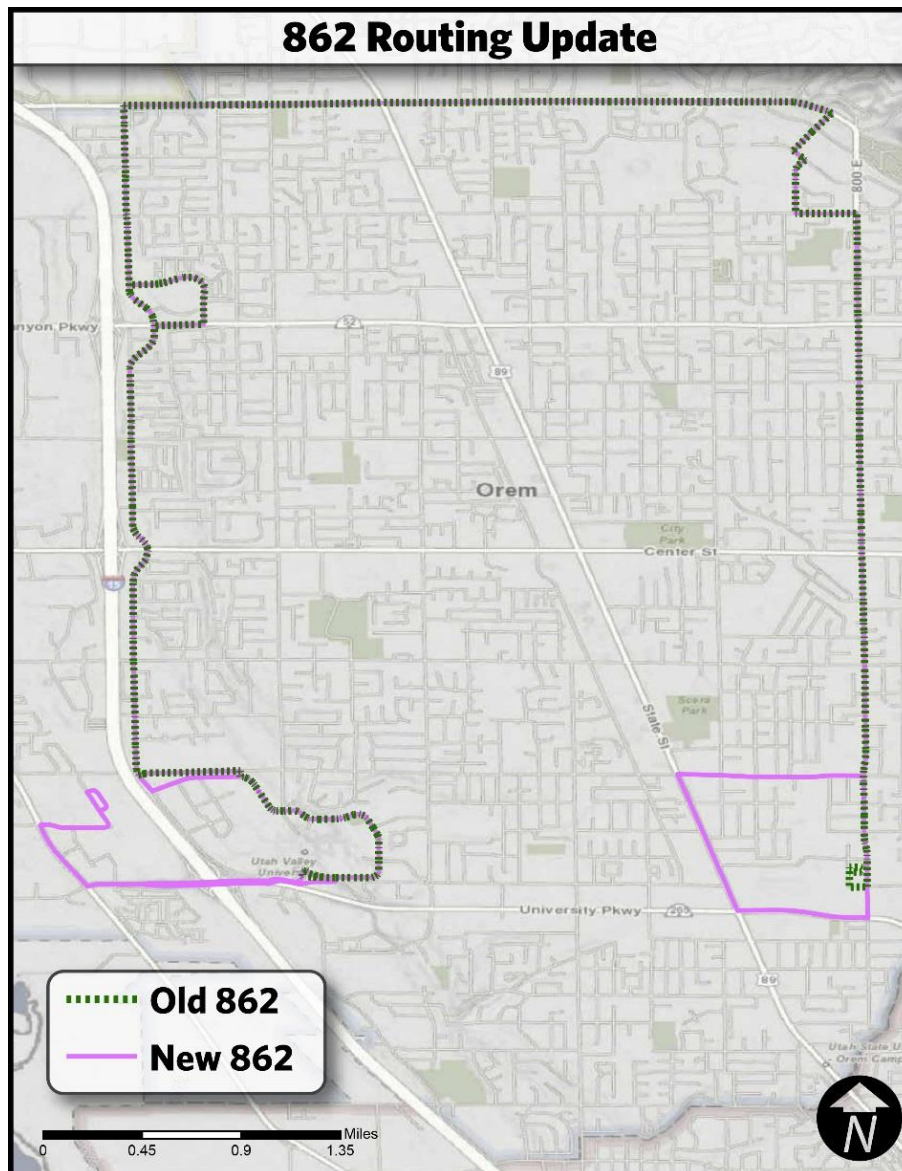


Route 821 – Realignment

It is proposed to realign route 821 in the northern section of its route, specific to how it approaches the Provo Central Station where Frontrunner and the Provo-Orem BRT have stations. The route will remain on State Street until it can approach the Provo Central Station from the north where riders can connect with the Provo-Orem BRT and reach destinations previously directly reached by the 821 such as the East Bay Technology Park.

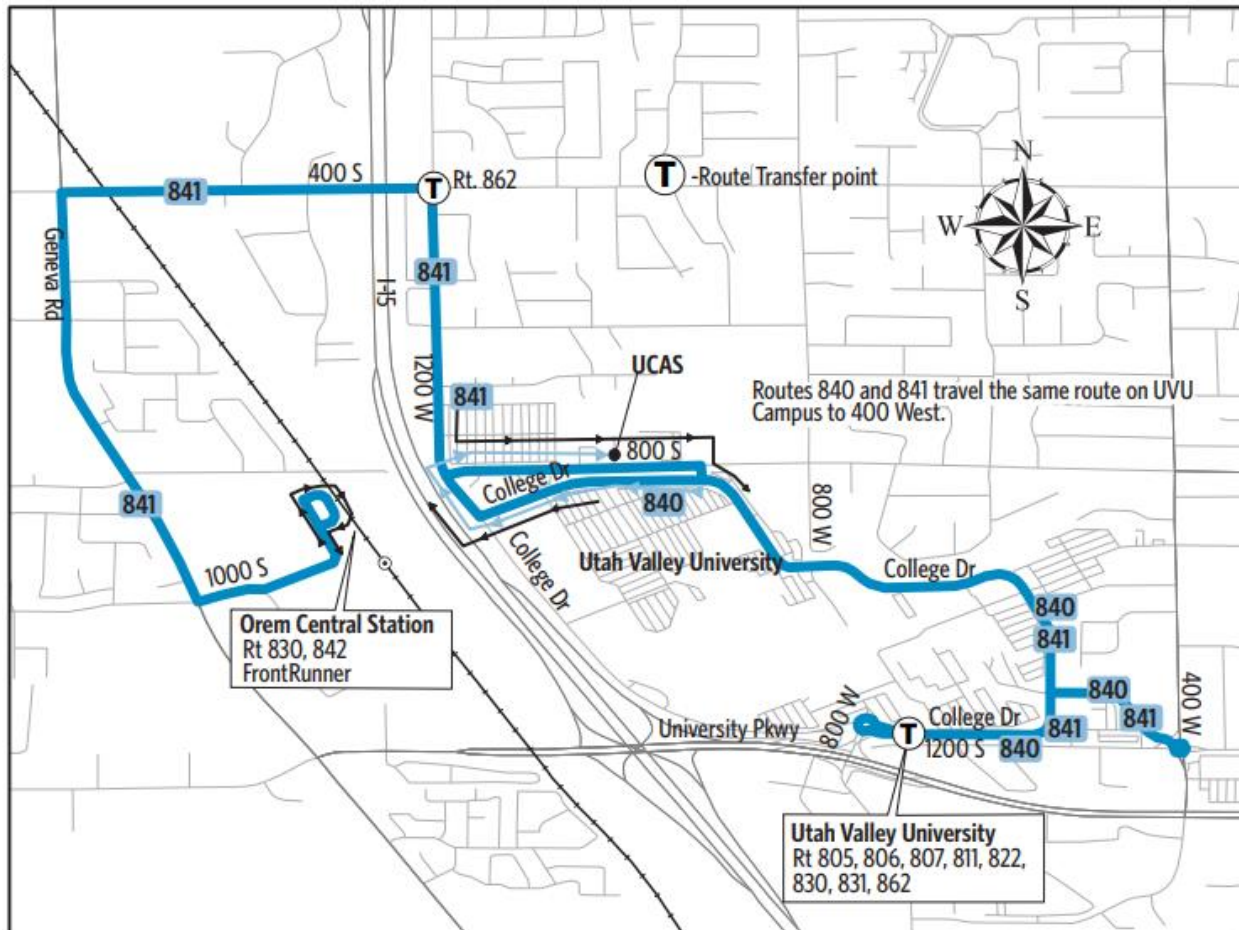
Route 862 – Addition to Route

On the northern end of the proposed Provo-Orem BRT route, there are some proposed changes to the route 862 which would add service to the Orem FrontRunner station. These stops are included as a mitigating factor as they provide some connectivity that may have been lost to those in the area who were accustomed to accessing the 830 on one of the stops on Geneva Road. Additionally, there is some rerouting, as shown in the image below, on the east side of the route that will eliminate the Mount Timpanogos Transit Center from the route then connect the 862 to the BRT station on University Parkway then go around the block.



Route 840 – Elimination

Route 840 follows nearly the same routing as the 841 but only runs around the UVU campus. It is proposed to eliminate service to this route due to low utilization and reallocate the resources to and increase capacity on the 841 by providing up to three buses at stops during high demand periods.



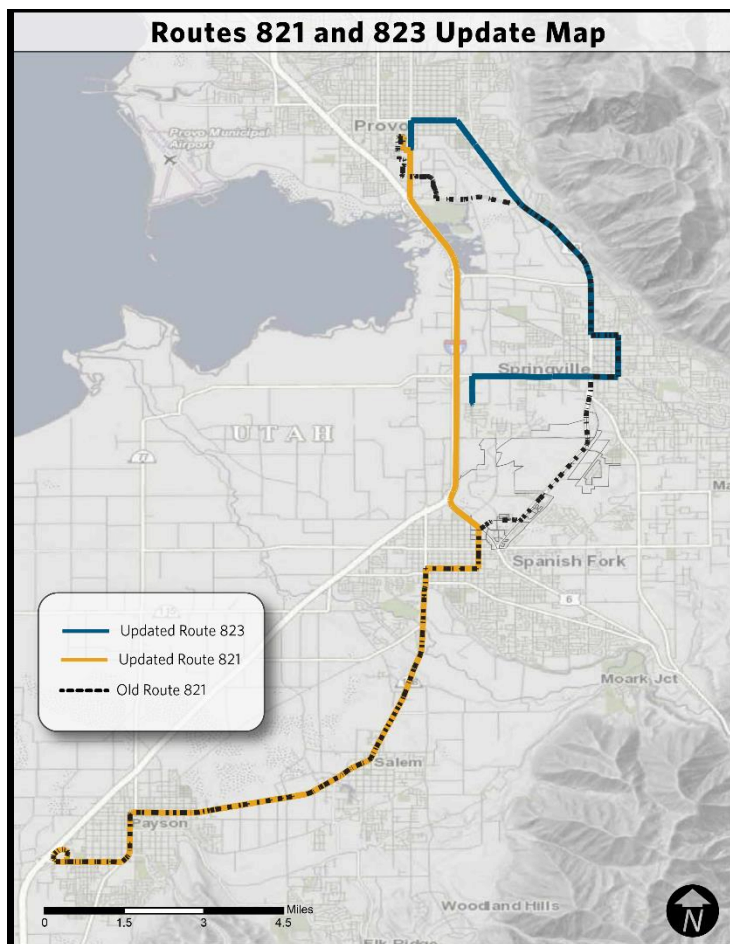
The ridership of the 840 averages 88 boardings per day during spring semester at UVU and 117 times during the fall. In comparison, the 841 has 1,142 average boardings per day in the spring and 1,403 in the fall. The difference shows that there is higher ridership demand from the Orem Central Station going to the UVU campus than going around the campus itself. There will be a reduction in the number times a bus will stop at each stop as combined 841 and 840 headways will be reduced, but the highest demand is for capacity when a FrontRunner train stops and riders are seeking to get to campus. The 841 headways would be 30 minutes.

Additional Proposed Changes

In addition to the changes listed above, the Timpanogos business unit has proposed additional improvements to service. These proposed service changes are in conjunction with the Provo-Orem BRT and therefore are added to this analysis per the FTA Circular 4702.1B's requirement that "all proposed changes to parallel or connecting service will be examined." These changes are pending budgetary approval and may not be put into service, but will be analyzed here in order to ensure both compliance with FTA requirements and that they are not inadvertently discriminatory to minority and/or low-income populations.

Route 821 – Split into two routes

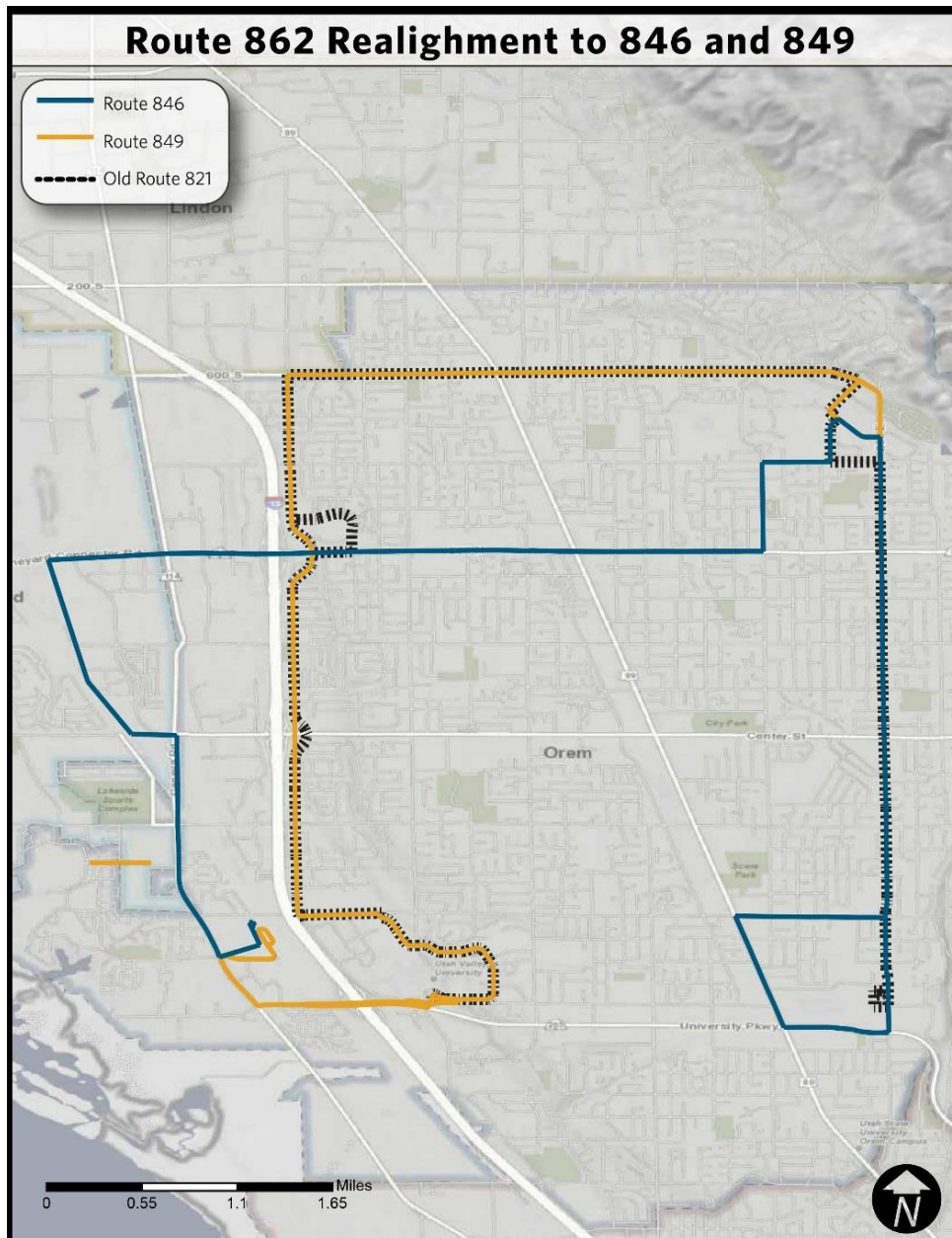
As shown in the image to the right, it is proposed to take the existing 821, shown as a dotted line, and turn it into two routes. At present, this route takes people North and South between Provo Central Station the cities of Spanish Fork, Salem and Payson. In an effort to expedite the time spent in transit, it is proposed to divert what would be the new 821 after passing through Spanish Fork on to the freeway directly and up to the Provo Central Station. The proposed new route 823 would serve more of Springville and take the new northern routing previously explained for the 821. The stops being eliminated between Springville and Spanish Fork are, by in large, unused. The most used stop averages eleven boardings



per day, but is 1,085 feet from a stop that will be kept. Of the remaining eight stops, four of them average zero boardings per day, two average three boardings and the remaining two stops average 1 and 2 boardings per day respectively. The proposal would increase headways to 30 minutes during peak times on the weekdays and 60 minute peak headways on Saturday.

Route 862 – Split into two routes

It is proposed to take the existing 862 route with the proposed alignment changes previously explained and create two new routes. The proposed route 846 will follow the eastern edge of the existing 862 and will take a western course that will provide additional service to Orem and Vineyard as it continues past the freeway and provides new service on the west of the Freeway. The proposed route 849 will continue on the alignment of the 862 and carries it all the way down through Orem, UVU and ends at the Provo Central Station. Both the 846 and 849 will have 30 minute peak headways on the weekdays and 60 minute peak headways on Saturday.



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. Analysis was done based on the stops of the route. All stops have had a one quarter mile radius applied to them based on the actual accessibility of the route by road. Any census block that is overlapped by this “walkability radius” has its population included as those effected by the proposed changes. These aggregated numbers are compiled as a comparison group to the service area’s average to determine disparate impact and disproportionate burden.

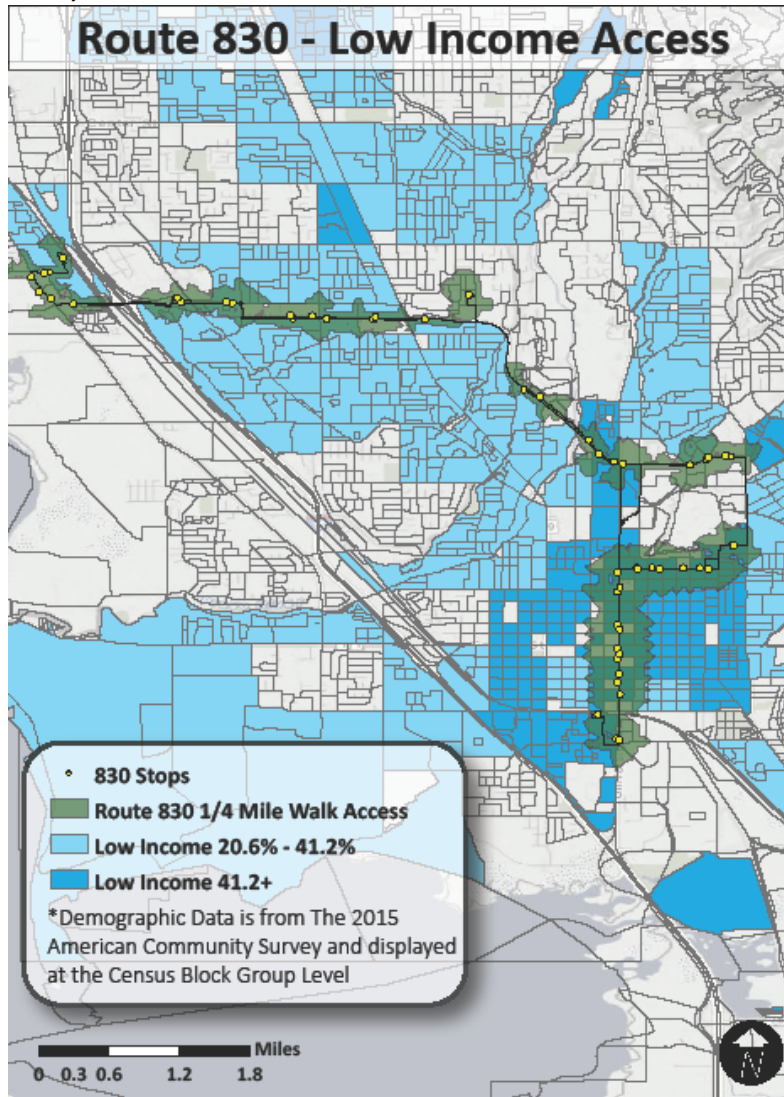
When analyzing a bus stop, UTA uses a one quarter mile walk radius from the stop. However, since the transit behaviors of a BRT more closely resemble a light rail platform than a traditional bus stop, UTA conducted further research and consultation with the Federal Transit Administration (FTA) to determine if the half mile metric was applicable to bus rapid transit. We considered many factors in regards to the decision of what is a reasonable distance someone would walk to ride the Provo-Orem BRT. The place of boarding is in a dedicated station where the amenities are comparable to a light rail station. The proposed headways, at 6 minutes, are less than half of that of the rail system in Salt Lake City. The transit vehicles are large, articulating and have five doors that resemble level boarding. In light of these differences, UTA has determined that a half mile walk radius is the appropriate measure for this mode of transportation, which is the standard practice in many studies and corroborated by the FTA.

Please note that any disparity in population size between Low Income and Minority Populations is due to the way in which American Community Survey counts low income populations. “Group quarters”, a type of housing, is eliminated from low income ACS data, resulting in the reduced population for that demographic. Group quarters includes residential treatment centers, group homes, military barracks, correctional facilities and college residence halls.

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

Route 830

Low-Income Analysis



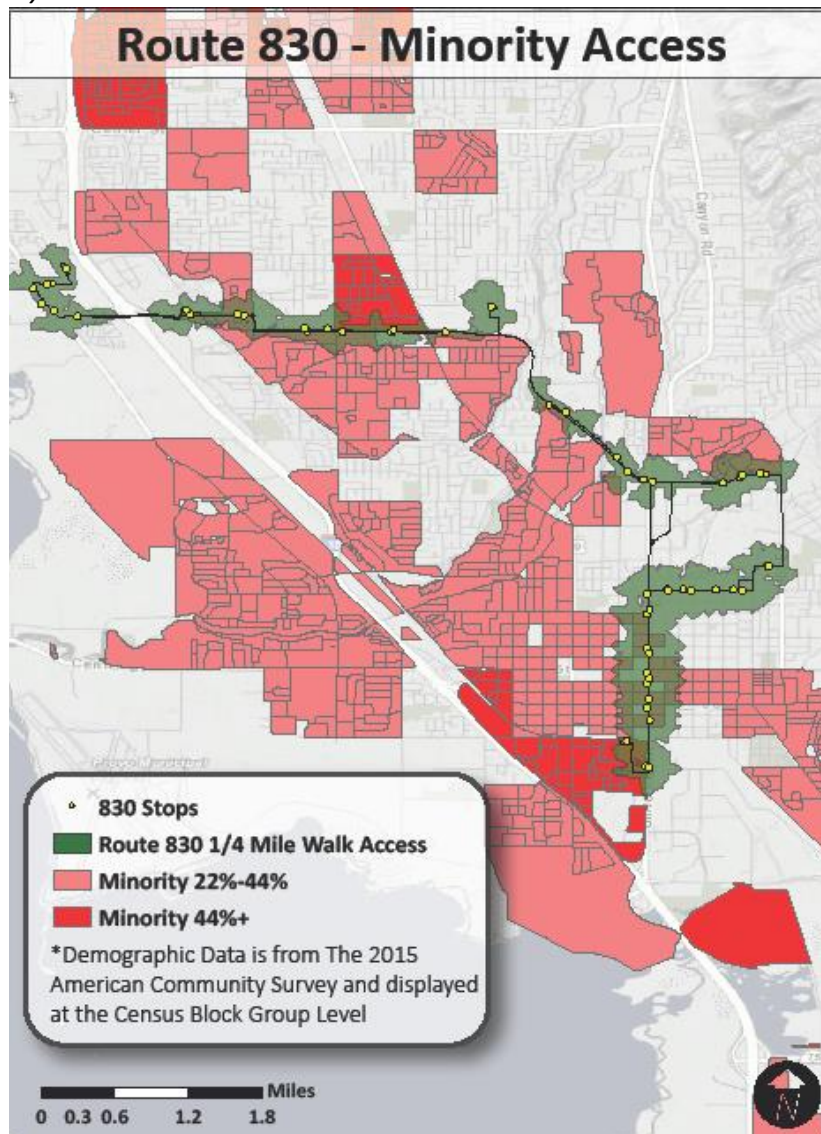
The total impacted population compared to the system average are shown below in tabular format below.

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

| Route 821 – Increased Access | |
|------------------------------|--------------|
| Total Population: | 29,571 |
| Low-income Population: | 7,171 |
| Percent low-income: | 24.3% (3.9%) |

As expressed in the table above, the total low-income population impacted by this elimination is 3.9% greater than the system average.

Minority Analysis



The total impacted population compared to the system average are shown below in tabular format below.

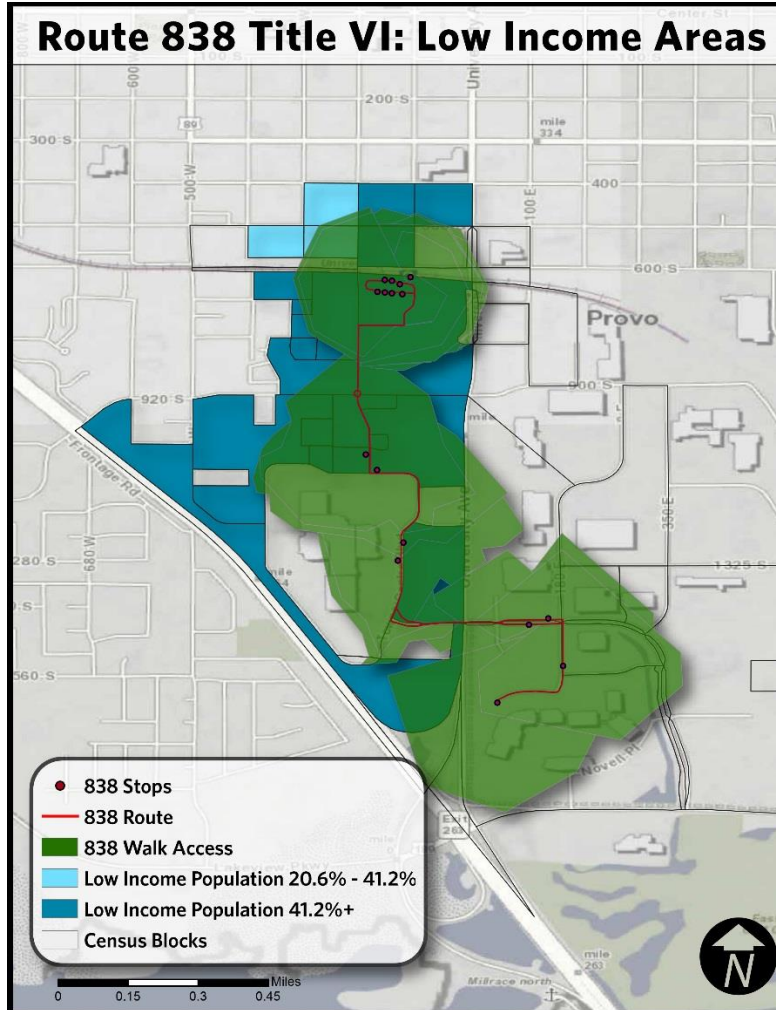
| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,445 |
| Low-income Population: | 499,870 |
| Percent low-income: | 21.9% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|-------------|
| Total Population: | 36,159 |
| Low-income Population: | 6,858 |
| Percent low-income: | 19% (-2.9%) |

As expressed in the table above, the low-income population impacted by this elimination is 2.9% below the system average.

Route 838

Low-Income Analysis



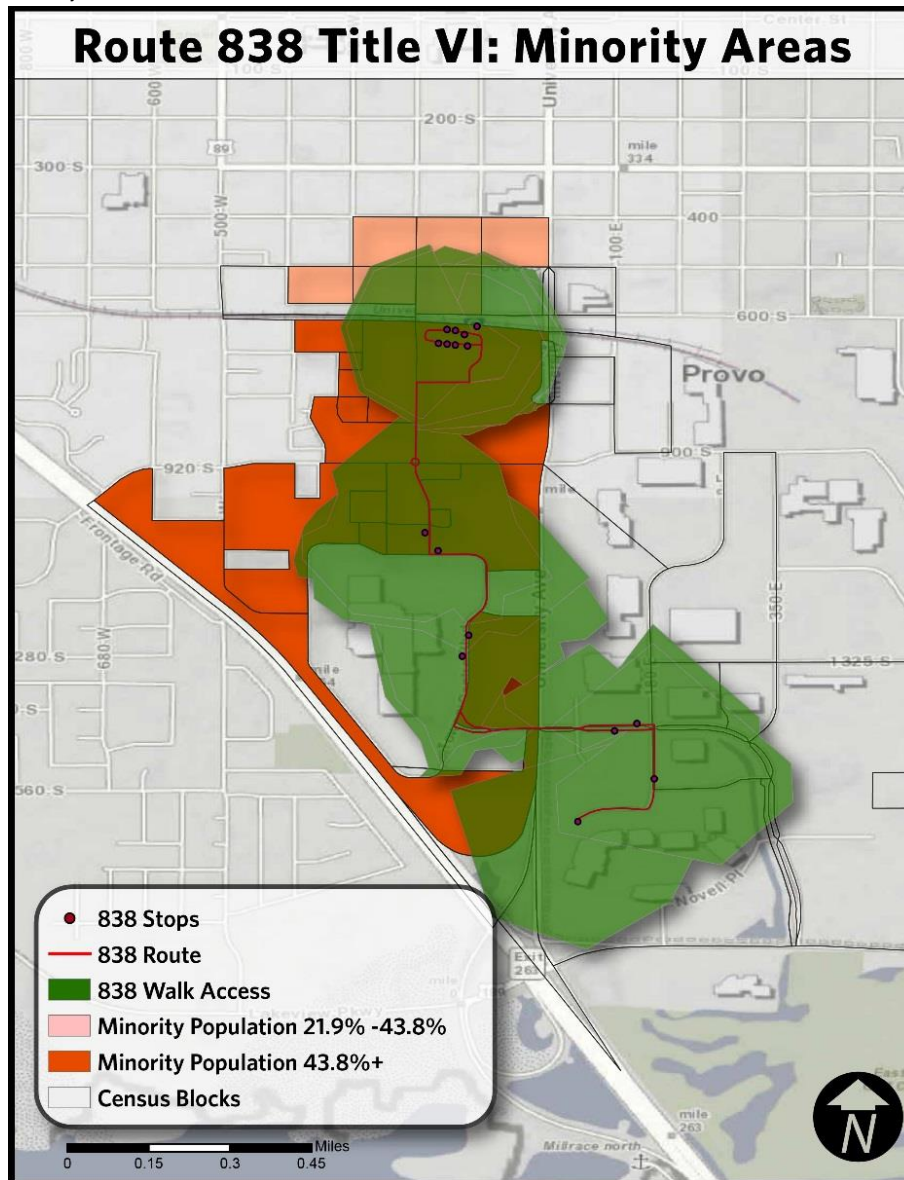
The total impacted population compared to the system average are shown below in tabular format below.

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

| Route 821 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 1,546 |
| Low-income Population: | 785 |
| Percent low-income: | 50.8% (30.4%) |

As expressed in the table above, the total low-income population impacted by this elimination is 30.4% greater than the system average.

Minority Analysis



The total impacted population compared to the system average are shown below in tabular format below.

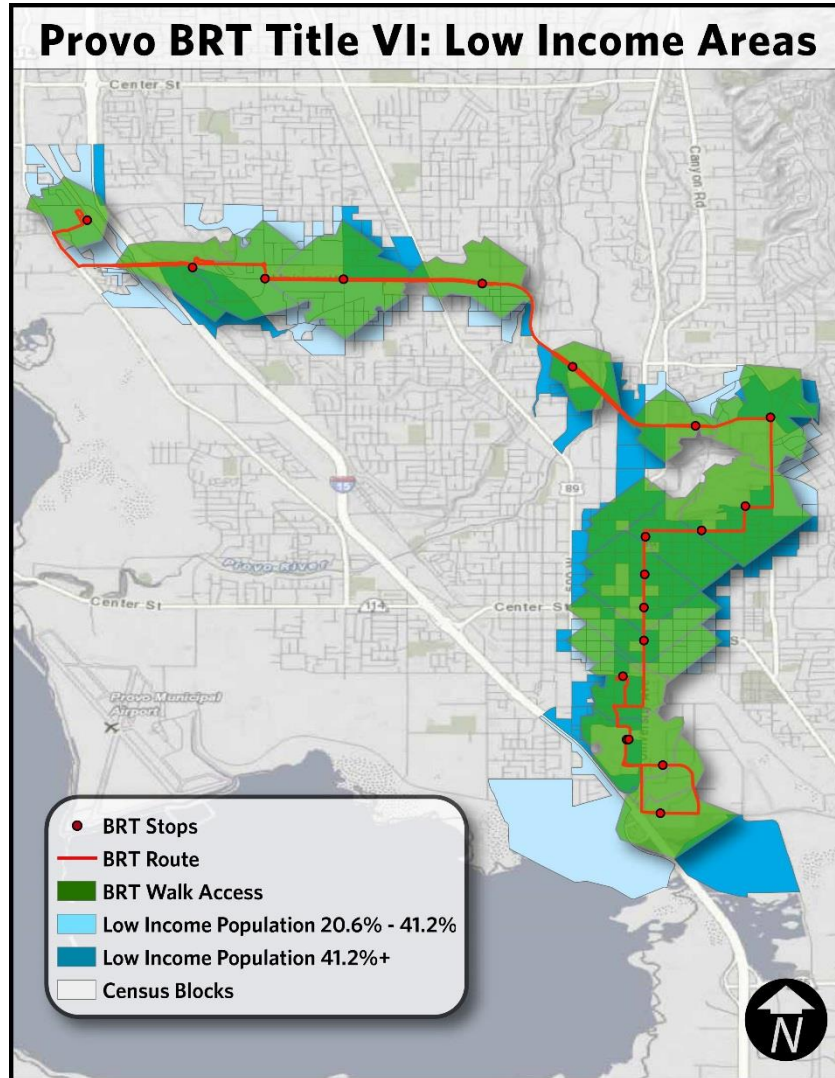
| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,445 |
| Low-income Population: | 499,870 |
| Percent low-income: | 21.9% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|---------------|
| Total Population: | 1,519 |
| Low-income Population: | 928 |
| Percent low-income: | 58.3% (36.4%) |

As expressed in the table above, the low-income population impacted by this elimination is 36.4% above the system average.

Proposed BRT

Low-Income Analysis



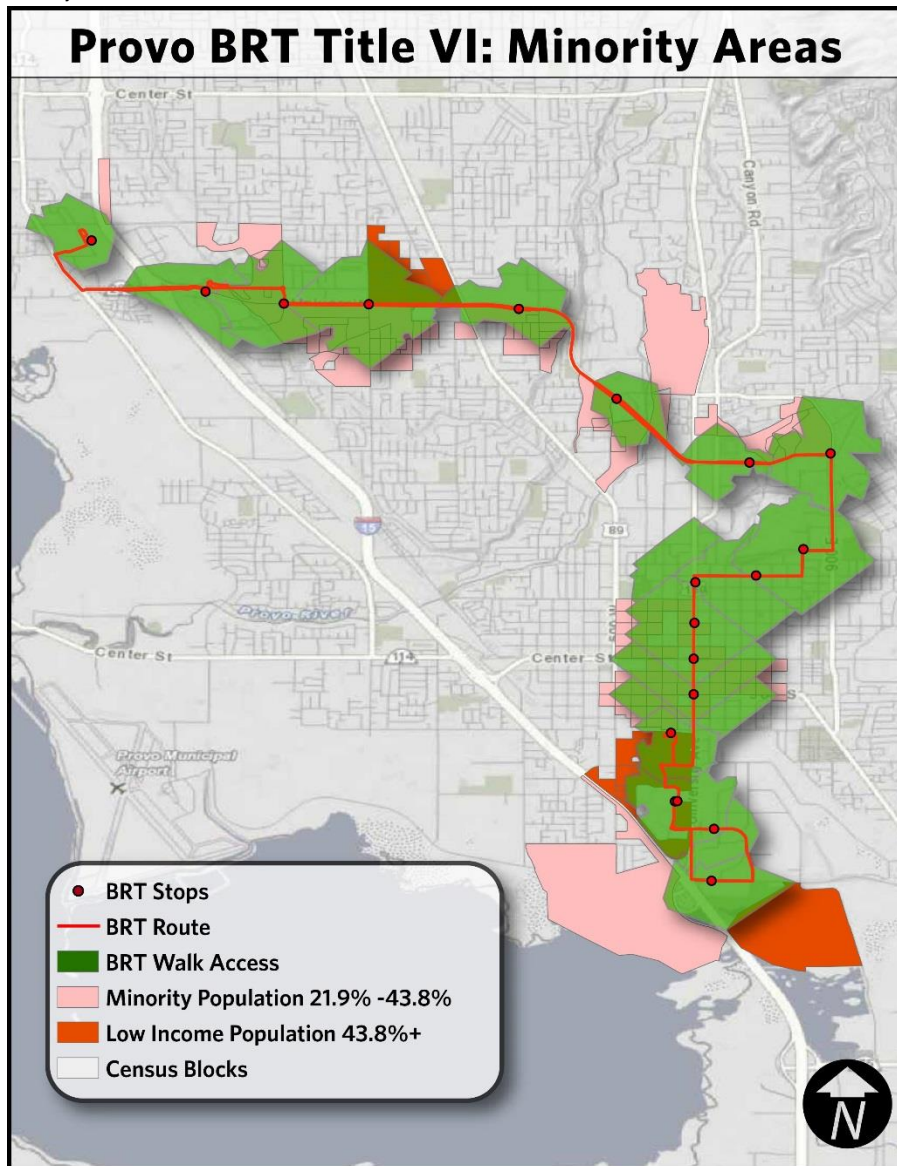
The total impacted population compared to the system average are shown below in tabular format below.

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

| Route 821 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 45,479 |
| Low-income Population: | 24,647 |
| Percent low-income: | 53.9% (33.5%) |

As expressed in the table above, the total low-income population impacted by this addition 33.5% greater than the system average.

Minority Analysis



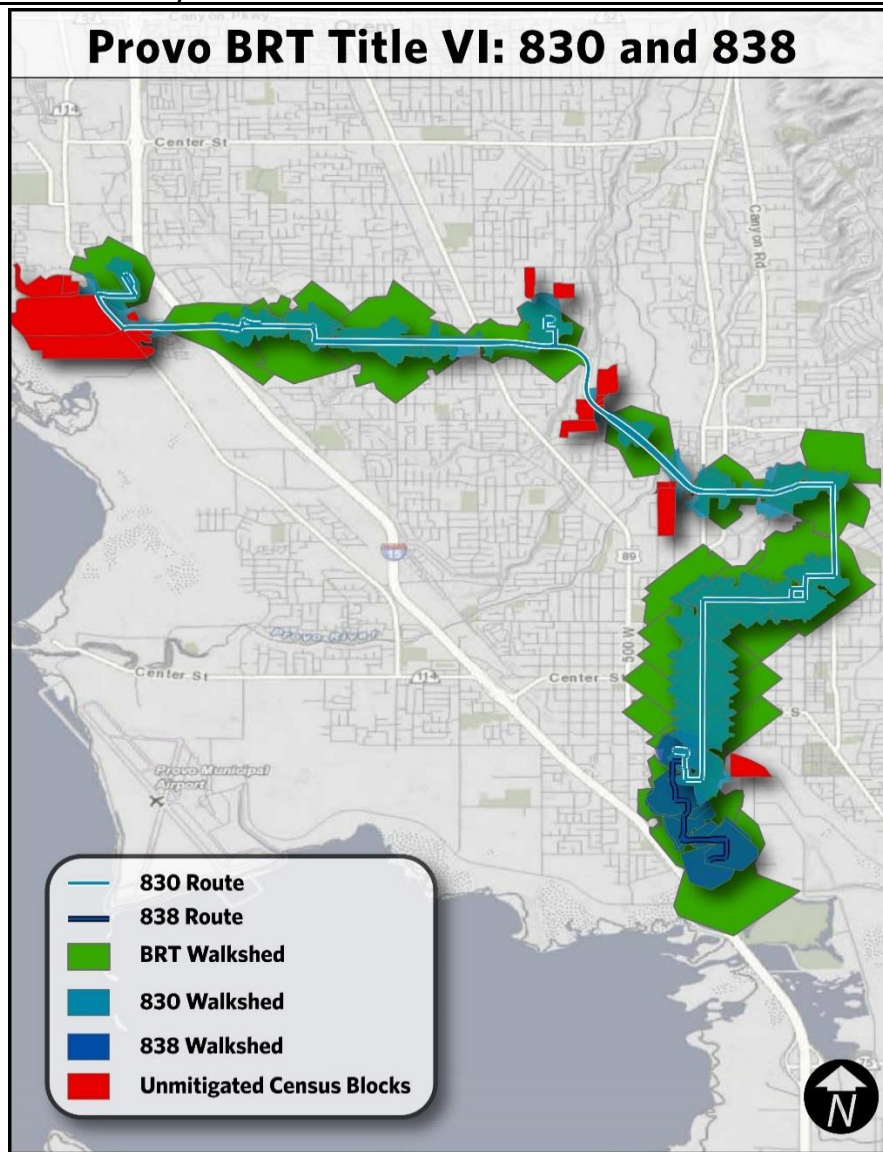
The total effected population compared to the system average are shown below in tabular format below.

| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,445 |
| Low-income Population: | 499,870 |
| Percent low-income: | 21.9% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|--------|
| Total Population: | 53,882 |
| Low-income Population: | 11,816 |
| Percent low-income: | 21.9% |

As expressed in the table above, the minority population impacted by this addition is at the system average.

Comparative Analysis of Route 830 & 838 to Provo-Orem BRT



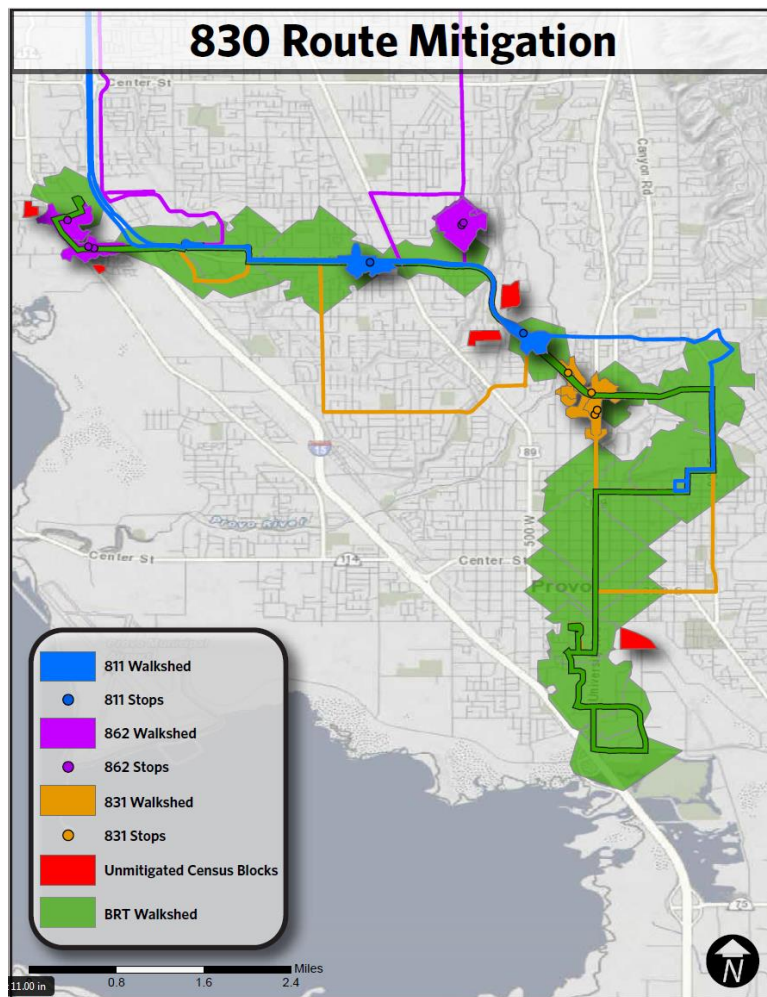
| <i>Low-Income Population:</i> | |
|-------------------------------|---------------|
| Population: | 1,470 |
| Low-Income Population: | 365 |
| Percent Low-income: | 24.8% (+4.4%) |

| <i>Minority Population:</i> | |
|-----------------------------|---------------|
| Population: | 1,599 |
| Minority Population: | 279 |
| Percent Minority: | 17.4% (-4.5%) |

As expressed in the table above, the number of people excluded from the impacted populations is numerically a small (less than 3% of the BRT's service area). Low-income people negatively impacted by this replacement are 4.5% more than the system average while the minority population is 4.5% less than the system average. It also completely mitigates route 838.

Route 830 & 838 Removal – Mitigating Stops

Low-Income and Minority Analysis with mitigation from routes 831, 811 and an extended 862



The total effected population by the proposed elimination of Route 830 and not covered by the Proposed BRT or mitigating stops are shown below in tabular format below.

| <i>Low-Income Population:</i> | |
|-------------------------------|---------------|
| Population: | 406 |
| Low-Income Population: | 105 |
| Percent Low-income: | 25.9% (+5.5%) |

| <i>Minority Population:</i> | |
|-----------------------------|---------------|
| Population: | 441 |
| Minority Population: | 77 |
| Percent Minority: | 17.5% (-4.4%) |

As expressed in the table above, the total low-income population negatively impacted by this elimination and with the addition of mitigating stops and an increased BRT access is 5.5% greater than the system average. The minority population is 4.4% less than the system average. The total population not covered represents 28% of the non-mitigated areas and .8% of the BRT’s service area.

Fares Consideration

The FTA Circular 4702.1B states that transit providers “shall analyze any available information generated from ridership surveys” when choosing datasets for fare changes. In the 2015 and 2016, UTA conducted an On-Board Survey of over 16,000 people where demographics were collected and compiled based on several factors, route being one of them. Route 830 had 210 respondents and will be the dataset used in examining the possibility of a sponsored fare. 27 of the respondents selected, “prefer not to answer” on the income question. That difference is shown in the tables below. The sponsored fare that may be contributed by Mountainland Association of Government is designed to cover the portion of the operation budget that is anticipated to be covered by fare collection revenue and would cover the rider’s fare. The individual rider would not be expected to pay a fare.

Average from all Surveyed

| | |
|--|--------|
| <i>Low-Income Pop. (Under 10k annual):</i> | |
| Population: | 13,306 |
| Low-Income Population: | 1,601 |
| Percent Low-income: | 12% |

| | |
|--|--------|
| <i>Low-Income Pop. (Under 20k annual):</i> | |
| Population: | 13,306 |
| Low-Income Population: | 3,531 |
| Percent Low-income: | 26.5% |

| | |
|--|--------|
| <i>Low-Income Pop. (Under 30k annual):</i> | |
| Population: | 13,306 |
| Low-Income Population: | 5,915 |
| Percent Low-income: | 44.5% |

| | |
|-----------------------------|--------|
| Minority Population: | |
| Population: | 16,408 |
| Low-Income Population: | 4,081 |
| Percent Low-income: | 24.9% |

Average from all surveyed on 830

| | |
|--|---------------|
| <i>Low-Income Pop. (Under 10k annual):</i> | |
| Population: | 183 |
| Low-Income Population: | 38 |
| Percent Low-income: | 20.8% (+8.8%) |

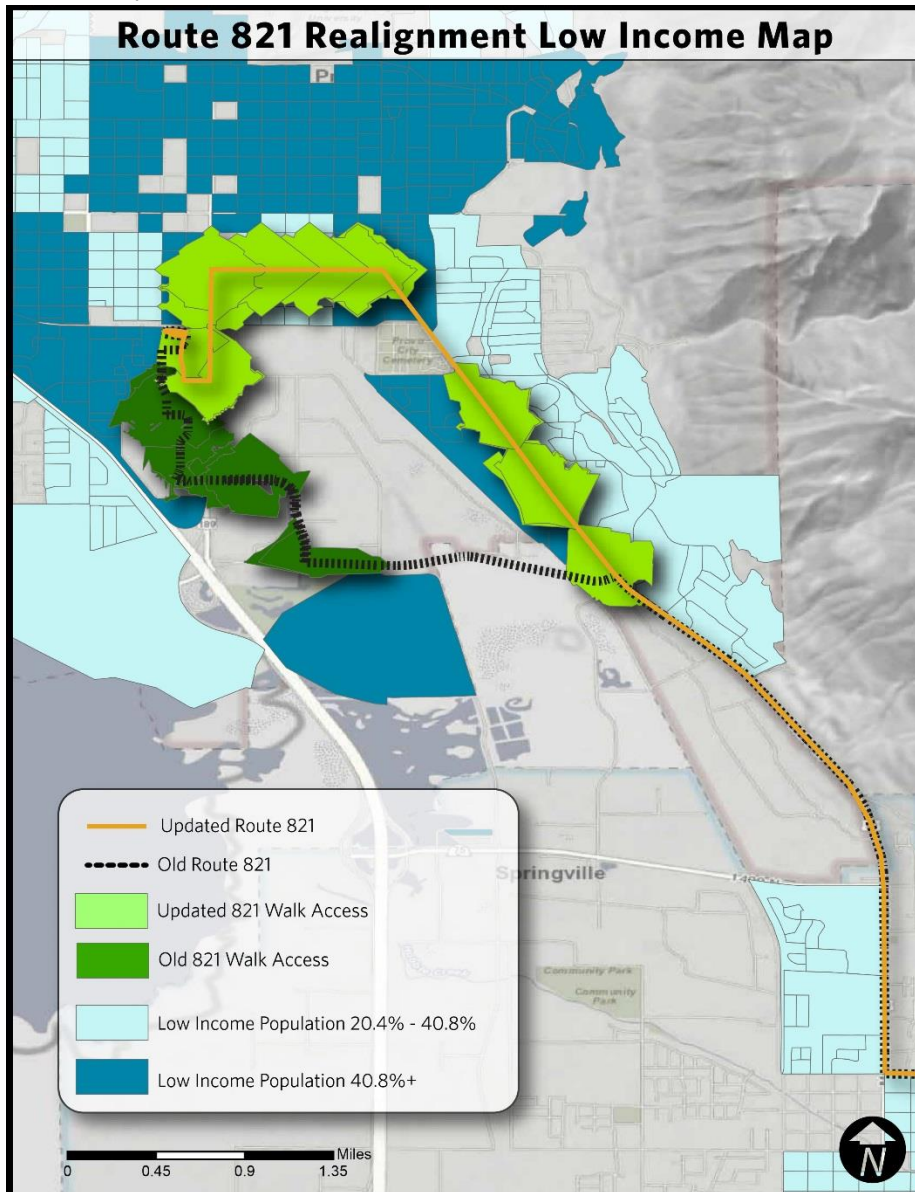
| | |
|--|----------------|
| <i>Low-Income Pop. (Under 20k annual):</i> | |
| Population: | 183 |
| Low-Income Population: | 78 |
| Percent Low-income: | 42.6% (+16.1%) |

| | |
|--|----------------|
| <i>Low-Income Pop. (Under 30k annual):</i> | |
| Population: | 183 |
| Low-Income Population: | 114 |
| Percent Low-income: | 62.3% (+17.8%) |

| | |
|-----------------------------|-------------|
| Minority Population: | |
| Population: | 210 |
| Minority Population: | 61 |
| Percent Minority: | 29% (+4.1%) |

Route 821 – Realignment

Low-Income Analysis

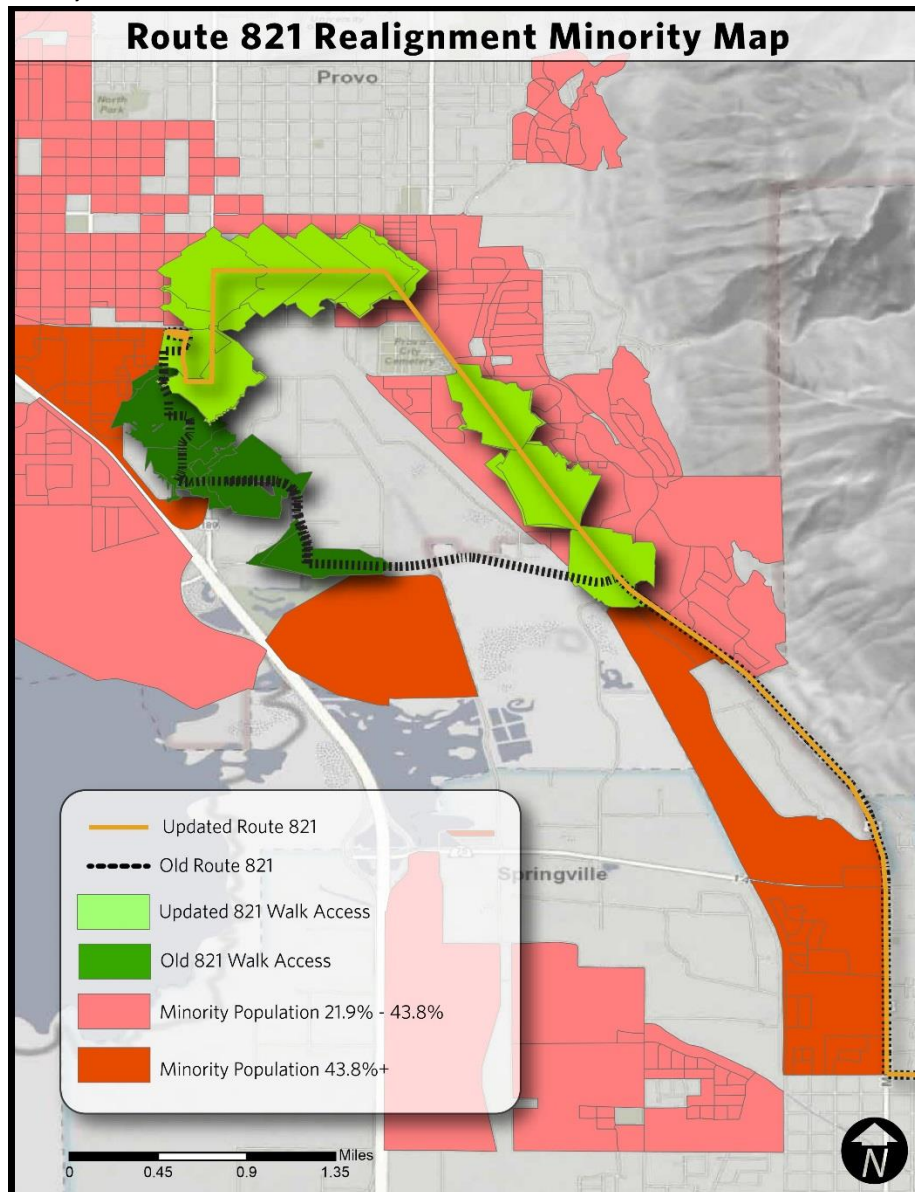


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 821 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 8,813 |
| Low-income Population: | 3,727 |
| Percent low-income: | 42.3% (21.9%) |

As expressed in the table and figure above, the low-income populations impacted by this addition is 21.9% above the system average.

Minority Analysis

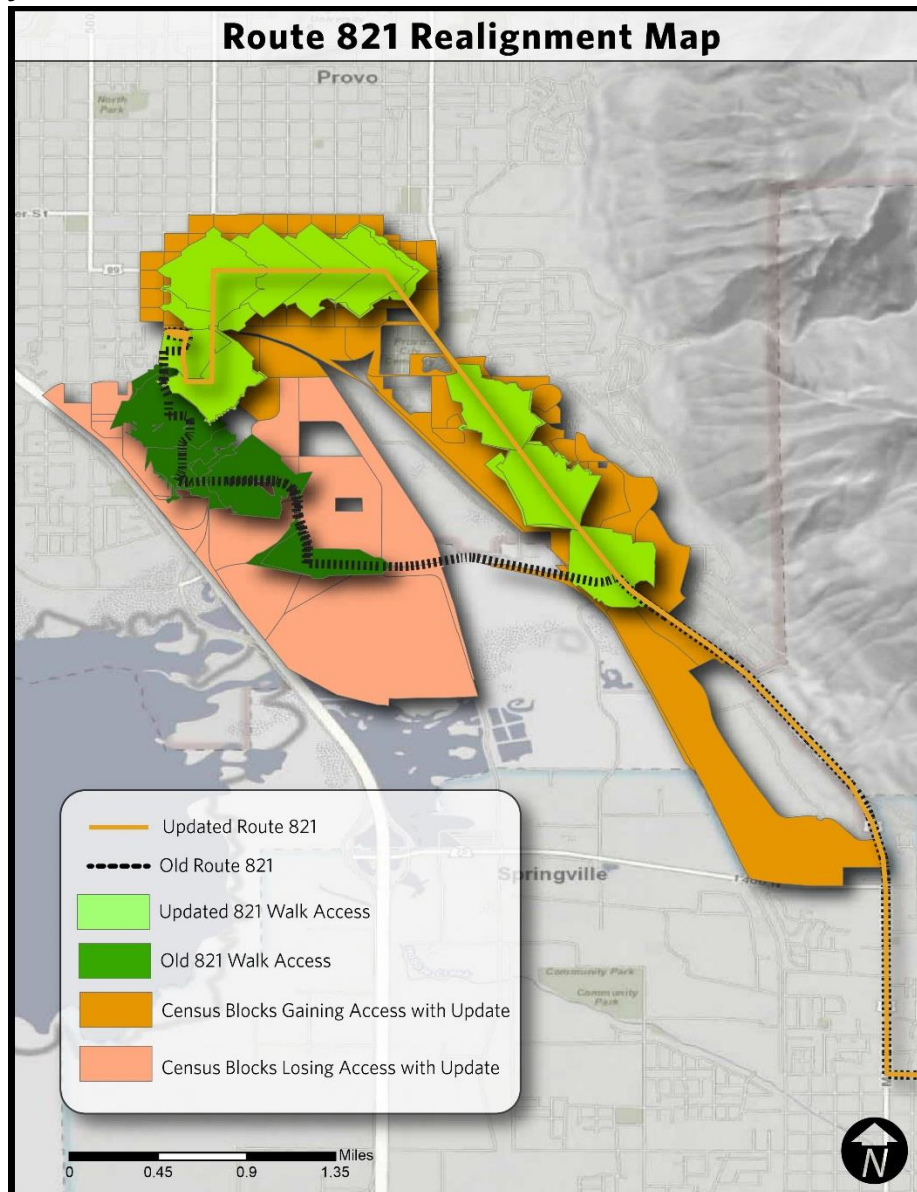


| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,455 |
| Minority Population: | 499,870 |
| Percent Minority: | 21.9% |

| Route 821 – Increased access | |
|------------------------------|---------------|
| Total Population: | 8,888 |
| Minority Population: | 2,875 |
| Percent Minority: | 32.4% (10.5%) |

As expressed in the table and figure above, the minority populations impacted by this addition is 10.5% above the system average.

Analysis of Lost Access



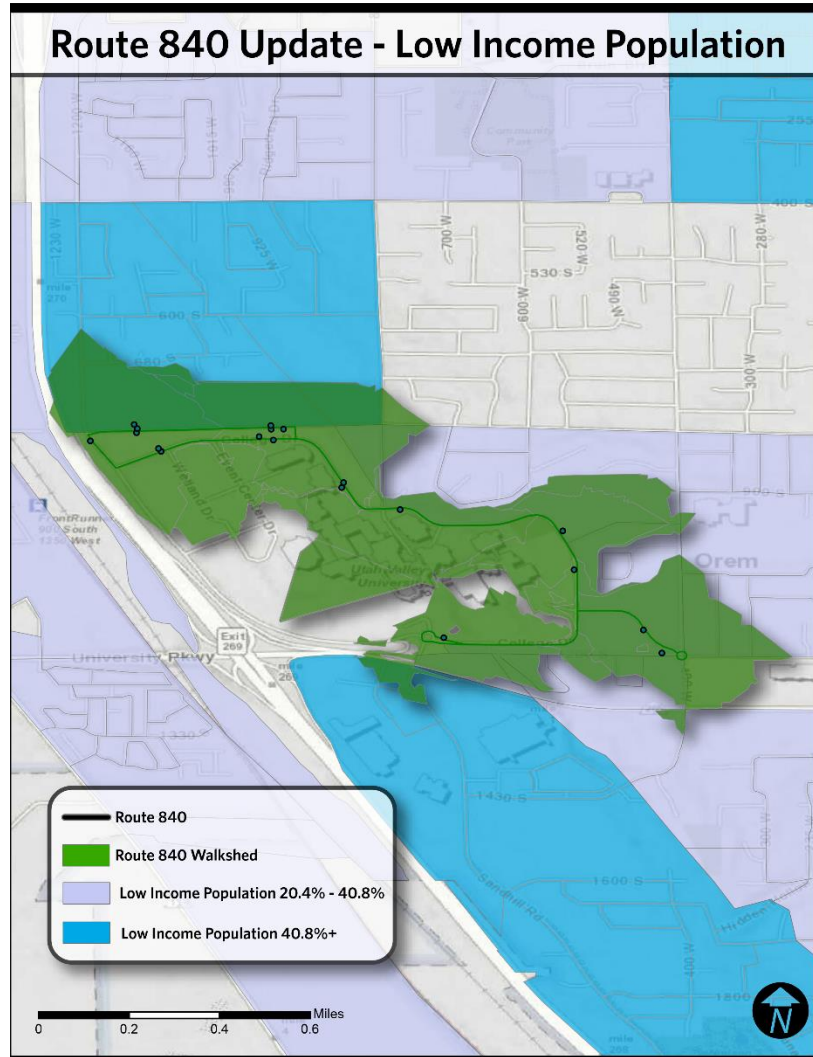
| Minority Population Losing Access | |
|-----------------------------------|---------------|
| Total Population: | 680 |
| Minority Population: | 437 |
| Percent Minority: | 64.3% (42.4%) |

| Low-income Population Losing Access | |
|-------------------------------------|---------------|
| Total Population: | 670 |
| Minority Population: | 356 |
| Percent Minority: | 53.9% (33.5%) |

As stops have been eliminated, the map above shows those who have both gained and lost access, with the table specifically focusing on those *losing access* to previous stops. The minority populations impacted by this addition is 7% above the system average and low-income is 24% above the system average.

Route 840

Low-Income Analysis

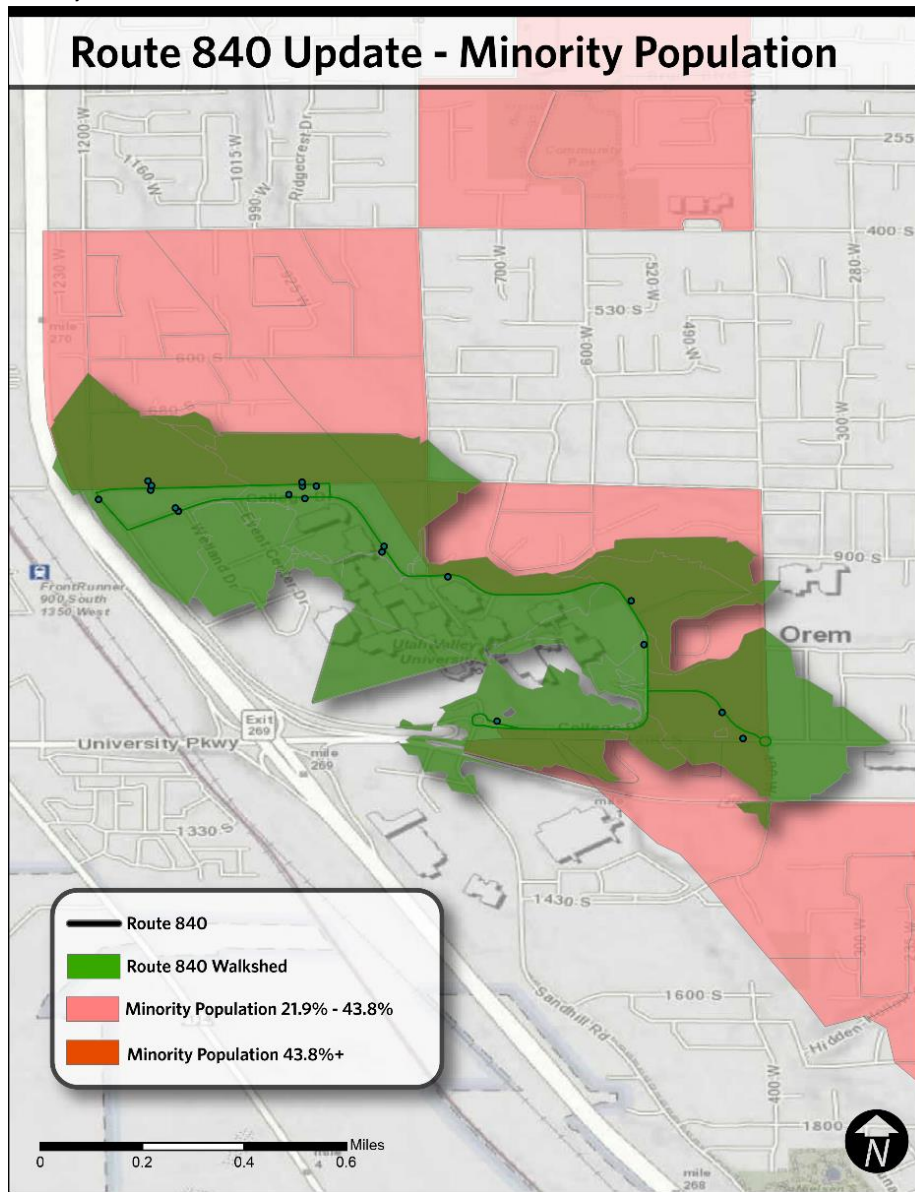


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 821 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 3,629 |
| Low-income Population: | 1,327 |
| Percent low-income: | 36.6% (16.2%) |

As expressed in the table and figure above, the low-income populations impacted by this addition is 16.2% above the system average.

Minority Analysis



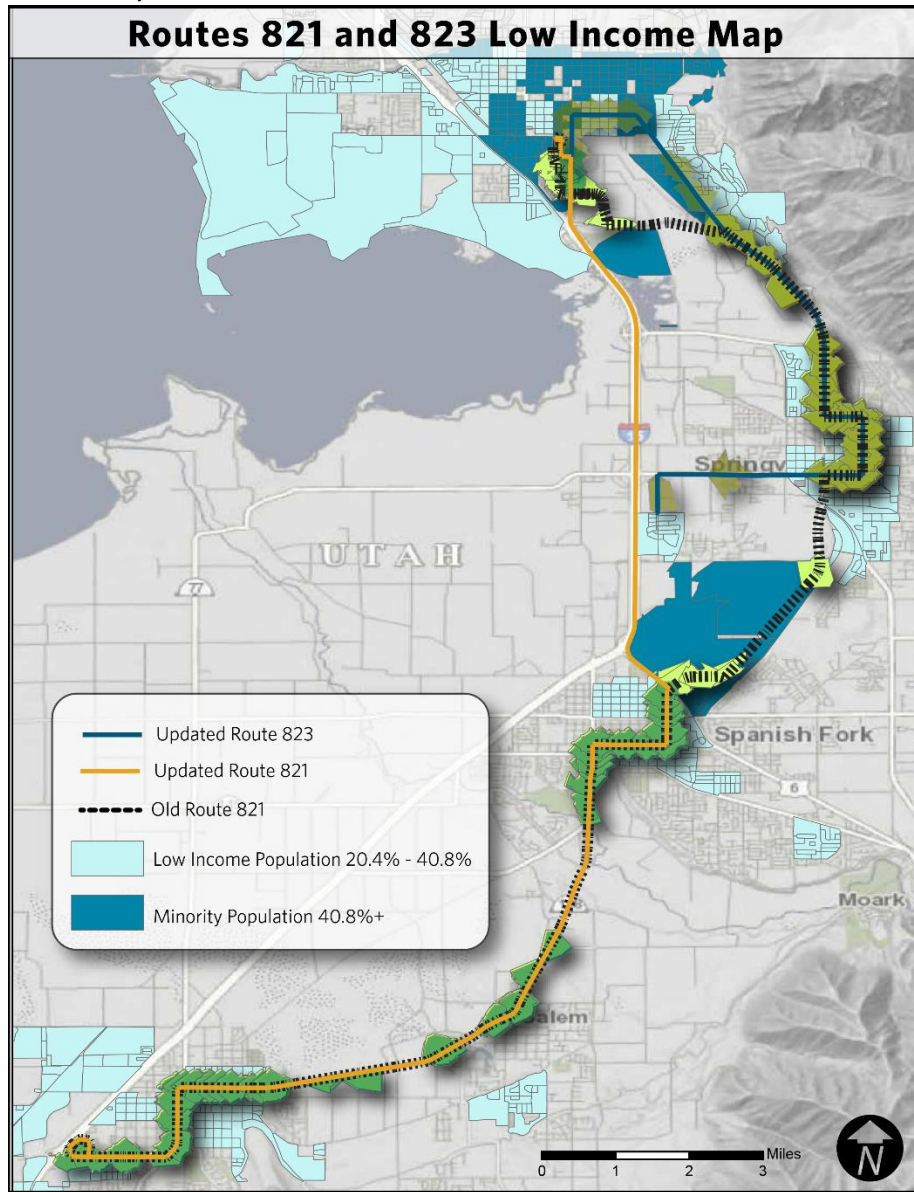
| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,445 |
| Low-income Population: | 499,870 |
| Percent low-income: | 21.9% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|------------|
| Total Population: | 3,683 |
| Low-income Population: | 916 |
| Percent low-income: | 24.9% (3%) |

As expressed in the table and figure above, the minority populations impacted by this addition is 3% above the system average.

Route 821 – Split into 821 & 823

Low-Income Analysis

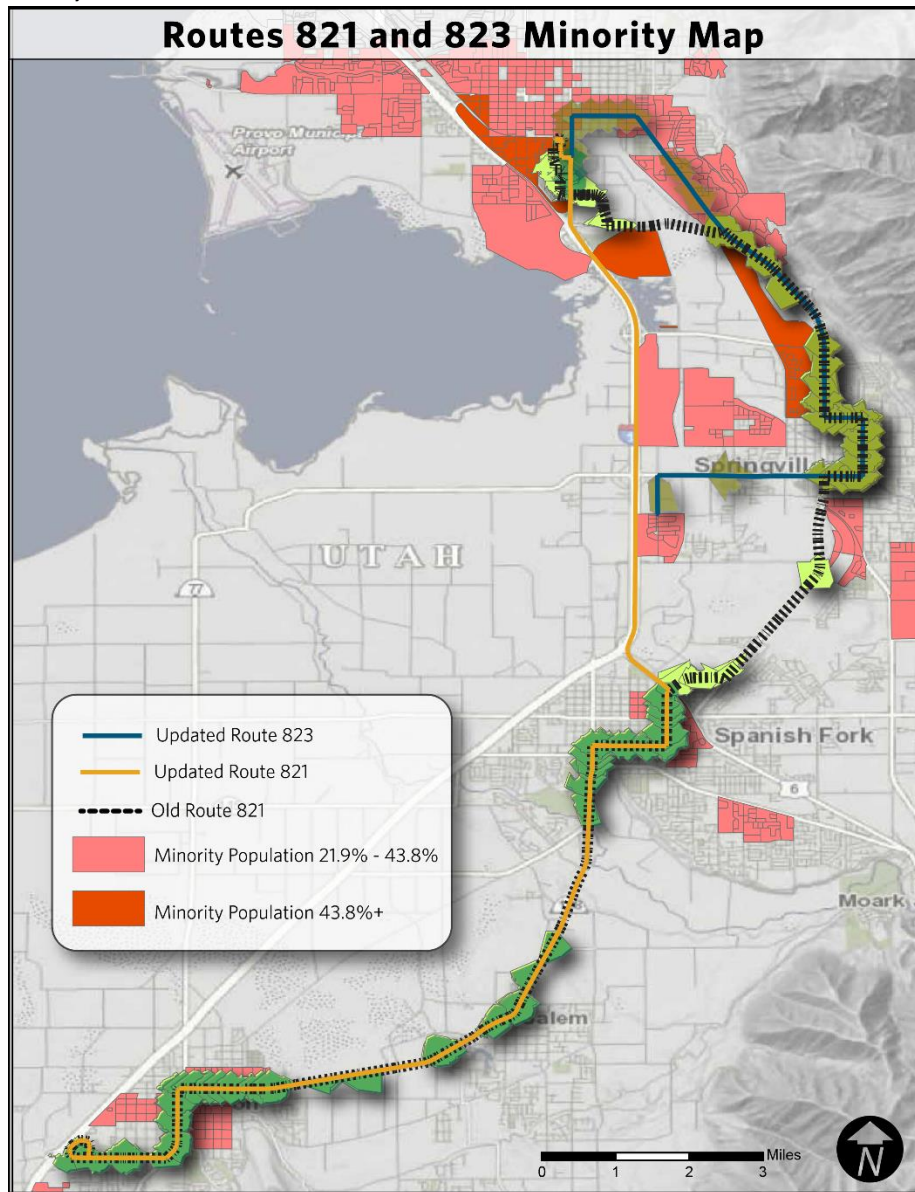


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 864 – Increased Access | |
|------------------------------|---------------|
| Total Population: | 9258 |
| Low-income Population: | 3,776 |
| Percent low-income: | 40.8% (20.4%) |

The table and figure above show the stops and distribution of low-income populations that are *gaining access* as a result of the proposed changes. The low-income populations *benefitting from* this addition is 20.4% above the system average.

Minority Analysis

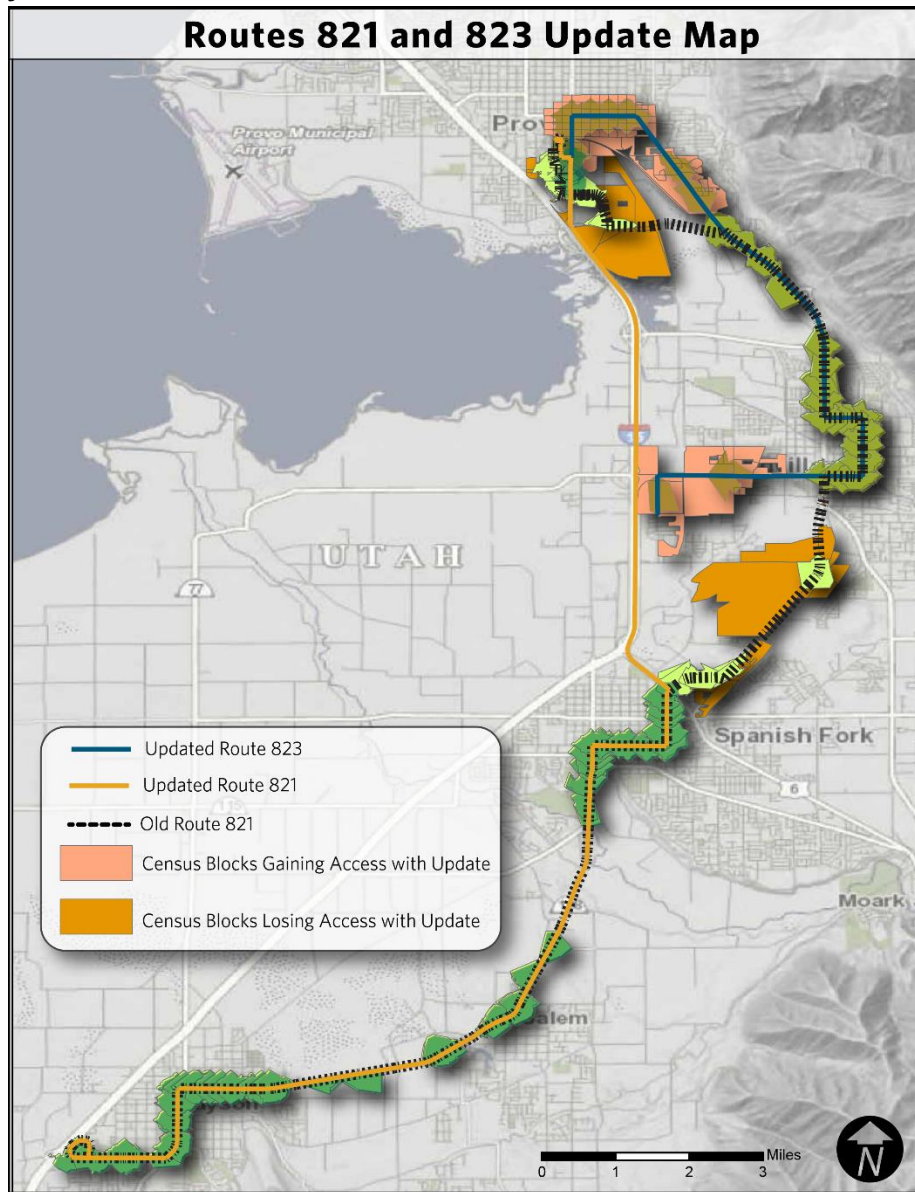


| Minority System Average | |
|-------------------------|-----------|
| Total Population: | 2,277,445 |
| Low-income Population: | 499,870 |
| Percent low-income: | 21.9% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|--------------|
| Total Population: | 9,321 |
| Low-income Population: | 2,813 |
| Percent low-income: | 30.2% (8.3%) |

The table and figure above show the stops and distribution of minority populations that are *gaining access* as a result of the proposed changes. The minority populations *benefiting from* this addition is 9.8% above the system average.

Analysis of Lost Access



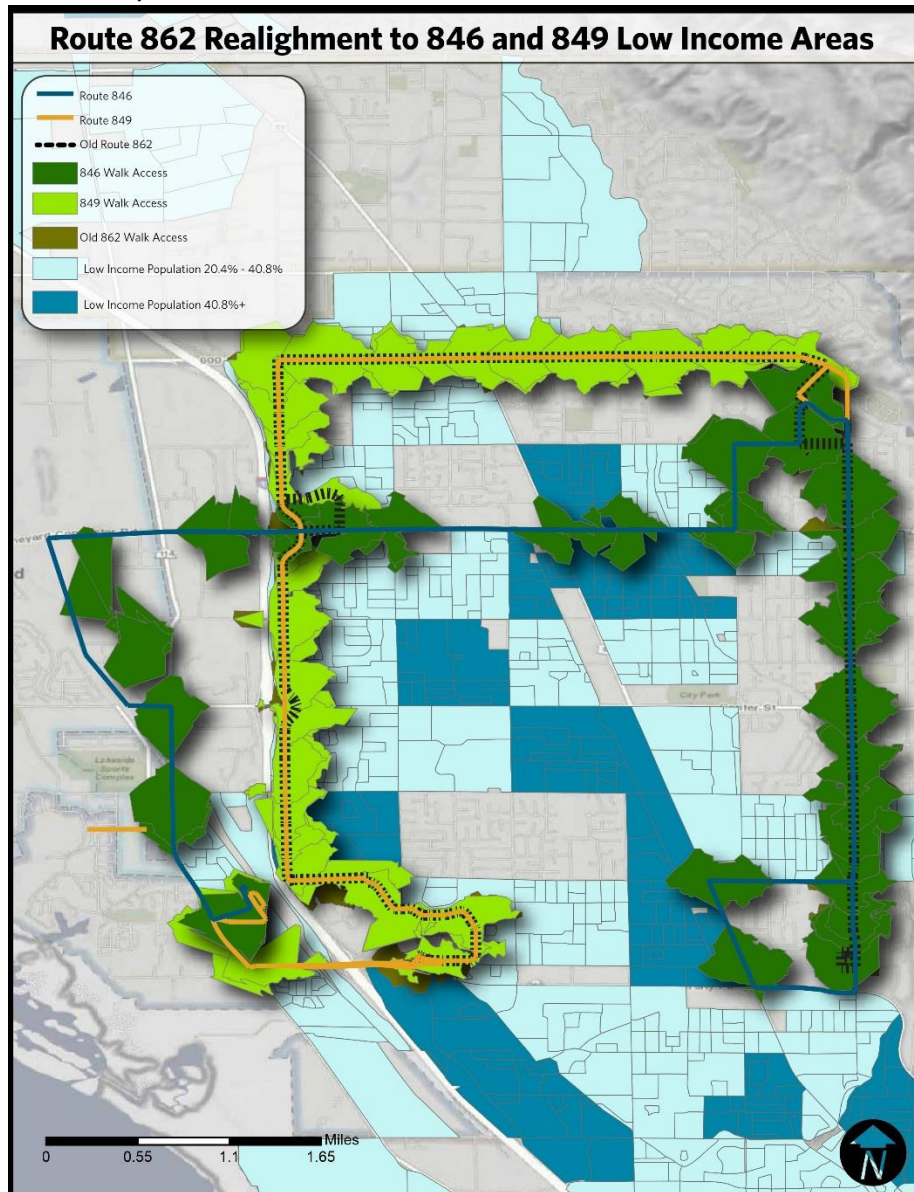
| Minority Population Losing Access | |
|-----------------------------------|------------|
| Total Population: | 1,794 |
| Minority Population: | 519 |
| Percent Minority: | 28.9% (7%) |

| Low-income Population Losing Access | |
|-------------------------------------|-------------|
| Total Population: | 1,740 |
| Minority Population: | 772 |
| Percent Minority: | 44.4% (24%) |

As stops have been eliminated, the map above shows those who have both gained and lost access, with the table specifically focusing on those *losing access* to previous stops. The minority populations impacted by this addition is 7% above the system average and low-income is 24% above the system average.

Route 862 – Split into 845 & 849

Low-Income Analysis



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

| Route 864 – Increased Access | |
|------------------------------|-------------|
| Total Population: | 15,540 |
| Low-income Population: | 4,875 |
| Percent low-income: | 31.4% (10%) |

The table and figure above show the stops and distribution of low-income populations that are *gaining access* as a result of the proposed changes. The low-income populations *benefitting* from this addition is 10% above the system average.

Minority Analysis

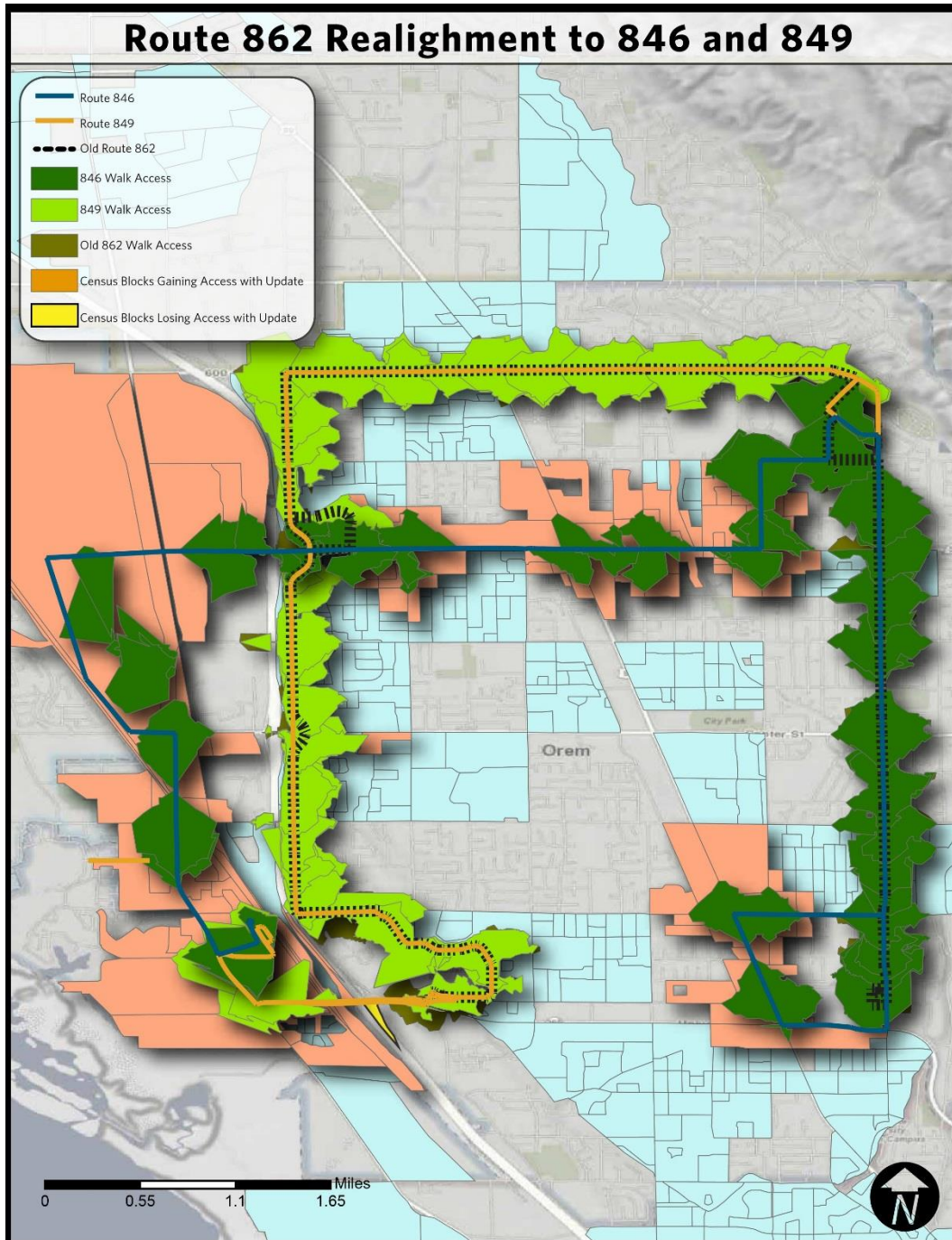


| Low-income System Average | |
|---------------------------|-----------|
| Total Population: | 2,243,746 |
| Low-income Population: | 457,949 |
| Percent low-income: | 20.4% |

| Route 821 & 823 – Increased Access | |
|------------------------------------|--------------|
| Total Population: | 18,404 |
| Low-income Population: | 4,542 |
| Percent low-income: | 24.7% (4.3%) |

The table and figure above show the stops and distribution of minority populations that are *gaining access* as a result of the proposed changes. The minority populations *benefiting from* this addition is 4.3 % above the system average.

Analysis of Lost Access



As the changes were analyzed, the map above shows those who have both gained and lost access. There is only one census block that does not have access to the route when it used to, but there is nobody living in the census block. As such, nobody would lose access due to this proposed change.

Findings of Analysis

Replacement of Route 830

There were no findings of a disparate impact or disproportionate burden in the removal of the 830. The BRT covers all of the routing of the 830 with one exception at the Mount Timpanogos Transit Center. Though the number of stop to stations is not the same, the increased amenities, travel time and headways would drive people to travel farther to access the new service. When the comparison of stops with a quarter mile radius are overlaid with the new stations having a half mile radius, the populations excluded from this radius is minimal and within UTA’s threshold for Disparate Impact and Disproportionate burden. When mitigating stops from the 826, 850 and 811 are added, the number of people that do not fall within a quarter mile to a mitigating stop and/or a half mile to a BRT station decreases 82%. There is, however, a shift in demographics that may indicate that the low-income populations exceed the threshold set by the Authority in regards to disproportionate burden. However, considering the population size and the demographics of those directly impacted by the replacement being within the threshold, UTA has determined that this would *not* be considered a disproportionate burden.

Replacement of Route 838

There were no findings of a disparate impact or disproportionate burden in the removal of the 838. In examining the new stops with a half mile walk radius, we actually find that the numbers this route could serve is 51% low-income and 61% are minority. Close to 400 additional people fall within this new expanded walk radius and those who were added have a greater concentration of low-income and minority populations. Below are tables showing the demographics of those in the BRT as compared to the 838. There were no census blocks excluded from the comparison and there is likely a net gain for protected populations as shown in the tables below.

Provo-Orem BRT Stops covering the 838:

| | |
|-------------------------------|-------------|
| <i>Low-Income Population:</i> | |
| Population: | 1866 |
| Low-Income Population: | 967 |
| Percent Low-income: | 51% (+30.6) |

| | |
|-----------------------------|--------------|
| <i>Minority Population:</i> | |
| Population: | 1914 |
| Minority Population: | 1174 |
| Percent Minority: | 61% (+39.1%) |

Route 838:

| | |
|-------------------------------|----------------|
| <i>Low-Income Population:</i> | |
| Population: | 1,546 |
| Low-Income Population: | 785 |
| Percent Low-income: | 50.8% (+30.4%) |

| | |
|-----------------------------|----------------|
| <i>Minority Population:</i> | |
| Population: | 1,519 |
| Minority Population: | 928 |
| Percent Minority: | 58.3% (+36.4%) |

862 Alignment Changes

There were no findings of a disparate impact or disproportionate burden in the proposed alignment changes to the 862. The changes on the east side of the 862 will not provide any stop changes, excluding the Timpanogos Transit Center stop shifting to one that will connect riders to the Provo-Orem BRT. These changes have been determined to not detrimentally impact riders. The riders on the west side will benefit from the proposed addition of routing connecting Utah Valley University to the FrontRunner Station. The populations now receiving access to this route are listed below and are not outside of the UTA threshold for disparate impact or disproportionate burden in that they do not *negatively* impact low income and minority populations in excess of 5%, whereas the addition *positively* impacts the population below.

| <i>Low-Income Population:</i> | |
|-------------------------------|---------------|
| Population: | 2559 |
| Low-Income Population: | 609 |
| Percent Low-income: | 25.5% (+5.1%) |

| <i>Minority Population:</i> | |
|-----------------------------|-------------|
| Population: | 3577 |
| Minority Population: | 609 |
| Percent Minority: | 17% (-4.9%) |

Mt. Timpanogos Transit Center

In examining the changes being made to the Mt. Timpanogos Transit Center, it is clear that this detour would not have been efficient when trying to run the kind of service that the BRT will run. It requires light dependent left hand turns and a station is proposed to be built within one quarter mile of the Transit Center. Excluding this stop is easily mitigated by nearby route 862 stops where the route 862 will provide a connection to the Provo-Orem BRT station. The other changes being made to connect riders to the BRT instead of detouring to the Mt. Timpanogos Transit Center are required to access the new service and be effective. When considering the demographics of those being impacted, UTA does not identify any disproportionate burden or disparate impact in this change. The new station and mitigating stops provide adequate service to connect those used to boarding the 830 or other routes at this center.

Fare Considerations

The low-income and minority riders on the 830 are greater than the system average established by the most recent ridership survey. In consideration of this, UTA does not find a disproportionate burden or disparate impact on protected populations if the fare were sponsored as has been proposed. All riders, regardless of their status, would equally have access to the sponsored fare and the geographic and ridership data both indicate that this sponsored fare would be offered to minority populations equally or in excess of the system average and far exceed the system average for low-income populations.

Route 821 – Realignment

According to ACS data, the proposed changes would result in direct access to *this route* being eliminated to 680 people. The demographics of those individuals does result in a disparate impact and a disproportionate burden as more than half of those impacted have been identified as minority and/or low income. The proposed reroute would, however increase the number of people with a quarter mile walk access to this route by 13 times. Those with increased access are more than twice the system average in low-income (21.9%) and 10.5% over the system average for the minority population. In addition to the increased access brought by the 821 proposed realignment, those that live in the area where the route currently runs have access to the Provo-Orem BRT which will have increased service and will bring a direct connection to the proposed alignment of the 821. With the increased service on the BRT in the area and the added populations with access to the 821, it would appear that there is an actual net gain for minority and low-income populations than if service were not changed in the area. As this analysis is being performed prior to a public comment period, the feedback of the public will be accounted for as prior to this proposal being implemented.

Route 862 – Addition to Route

There were no findings of a disparate impact or disproportionate burden in the realignment of the 862. This does not exclude any populations from the change, but adds service and stops that mitigate some of the stops excluded in the 830 to Provo-Orem BRT replacement.

Route 840 – Elimination

There were no findings of a disparate impact in the proposed elimination of the 840. The data does indicate a disproportionate burden. In reviewing the proposal UTA has determined that in

removing this route from service in order to allocate resources to the much more heavily used 841, which services all the same stops, that the riders using this route will have an adequate mitigation in place to which they can plan their transit needs and would benefit from the increased capacity from the Provo Central Station to locations around campus.

Additional Proposed Changes

Route 821 – Split into 821 & 823

The northern realignment of the 821 was reviewed in the previous section and those concerns were addressed in that section of the analysis. When reviewing the additional proposal to realign the route to exclude stops between Spanish Fork and Springville, the data below shows the number of people excluded by this proposal not already analyzed in the 821 realignment.

| Minority Population Losing Access | |
|--|---------------|
| Total Population: | 1,114 |
| Minority Population: | 82 |
| Percent Minority: | 7.3% (-14.6%) |

| Low-income Population Losing Access | |
|--|---------------|
| Total Population: | 1,070 |
| Minority Population: | 416 |
| Percent Minority: | 38.9% (18.5%) |

As the table above indicates, there is a finding disproportionate burden, but no disparate impact on those that would lose access from the proposed change. It is worth noting again that the stops the proposal would eliminate, the most used stop averages 11 boardings per day and is 1,085 feet from a stop that will still be serviced. Of the remaining eight stops that would be eliminated, half of them average zero boardings per day and the other half do not exceed three average boardings per day. UTA is yet to go to public comment regarding this proposal and has not received budgetary approval to proceed, but will consider the feedback received regarding the change prior to implementation. Steps will be taken to avoid, minimize or mitigate any potential impacts that may be brought to light through the public comment period.

Based on ridership and the projected benefits UTA, has determined that there is a legitimate business justification to proceed with changes if approved.

Route 862 – Split into 846 & 849

There were no findings of a disparate impact or disproportionate burden in the proposal to create two routes out of the 862. There were no populated census blocks removed from a quarter mile walk access to current service and the populations with added service by the proposal are above both the low-income and minority system averages.

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

| | |
|-------------------------------|--|
| DATE: | March 14, 2018 |
| CONTACT PERSON: | Andrea Packer, Communications Director |
| SUBJECT: | Approving the Naming of the Provo-Orem Bus Rapid Transit System |
| BACKGROUND: | <p>For the past several months, UTA has been working with the Provo-Orem TRIP project partners to select a name for the new line. Continuing our focus on involving the public and stakeholders and demonstrating our commitment to make this a community project, the Provo-Orem TRIP Executive Committee identified a different process for selecting the name, starting with inviting the public to submit names for consideration.</p> <p>After an initial slate of preferred names was selected and a trademark review was conducted, the Provo-Orem TRIP Executive Committee selected three final names to take back out to the public for a vote. Voting concluded at noon on March 8, 2018 with a total of 950 votes submitted.</p> <p>Based on the results of the voting, the Provo-Orem Executive Committee selected <u>Utah Valley Express</u> for consideration and approval by the UTA Board of Trustees.</p> |
| PREFERRED ALTERNATIVE: | Approve, forwarding resolution to the Board of Trustees |
| LEGAL REVIEW: | Legal has reviewed the transaction |
| EXHIBITS: | 1) R2018-03-06 Approving the Naming of the Provo-Orem Bus Rapid Transit System |

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY APPROVING THE NAMING OF THE
PROVO-OREM BUS RAPID TRANSIT SYSTEM**

No. R2018-03-06

March 28, 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 Title 17B, Limited Purpose Local Government Entities-Local Districts, and as more specifically defined in Title 17B-2a-801, *et seq.* Public Transit District Act; and

WHEREAS, the Board of Trustees desires that the Authority’s transportation system be named in a manner that reflects the Authority’s corporate branding and identity, is beneficial to the community, and assists the public in navigating the system; and

WHEREAS, the Authority’s President/CEO has been tasked with the naming and branding of the Authority’s transportation services pursuant to approval by the Board under Amended Executive Limitations Policy No. 2.1.6; and

WHEREAS, the President/CEO has selected the name of Utah Valley Express for the Provo-Orem Bus Rapid Transit System following input from project stakeholders and the public.

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

1. That the Board hereby approves the name of Utah Valley Express as selected by the President/CEO for the Provo-Orem Bus Rapid Transit System.
2. That this Resolution stay in full force and effect until amended or rescinded by further action of the Board.
3. That the Board hereby ratifies any and all actions taken by the Authority’s President/CEO, General Counsel, and staff in furtherance of and effectuating the intent of this Resolution.
4. That the corporate seal be attached hereto.

Approved and adopted this 28th day of March 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 28th day of March, 2018.

Greg Bell, Chair
Board of Trustees

Robert K. Biles, Secretary/Treasurer

Approved As To Form:

Legal Counsel

UTAH TRANSIT AUTHORITY BOARD OF TRUSTEES
Agenda Item Coversheet

| | |
|-------------------------------|---|
| DATE: | March 14, 2018 |
| CONTACT PERSON: | Laura Hanson , Director of Planning |
| SUBJECT: | Service Planning Policy |
| BACKGROUND: | <p>UTA Planning staff are preparing a Service Planning Policy for consideration by the Board of Trustees.</p> <p>This plan:</p> <ul style="list-style-type: none"> • Outlines a set of structured methodologies and performance metrics for how UTA makes service planning decisions. • Defines a decision-making process to ensure service plans meet the needs of the local community as well as the practical operational needs of the agency. • Provides guidance to external stakeholders to prepare their communities to be transit-ready, and to better understand how UTA makes service planning decisions. • Will help ensure internal consistency and predictability in its decision-making. <p>Staff will be presenting the Committee with an overview of the proposed policy.</p> |
| PREFERRED ALTERNATIVE: | Provide feedback and refer to the Board to review & approve final policy. |
| LEGAL REVIEW: | Pending final legal review. |
| EXHIBITS: | <ul style="list-style-type: none"> • none |