

R2026-06-03 - Resolution Approving the 2025 Title VI Program for Submission to the Federal Transit Administration (FTA)



Introduction

- As a recipient of federal funds (Federal Transit Administration) every three years Utah Transit Authority prepares an updated Title VI Program in accordance with Title VI 49 CFR Part 21 and FTA Circular 4702.1B
- The Title VI Program update and service monitoring results must be approved by the recipients' governing entity responsible for policy decisions

Title VI-Nondiscrimination In Federally Assisted Programs outlines:

“No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance”

The intent of Title VI is to ensure agencies receiving federal funds take steps to remove barriers and conditions that could be considered discriminatory and grant all individuals access to transportation services including those with limited English proficiency (LEP)



Components of Title VI Program

- Title VI Notice to the Public
 - Public Participation Plan
 - Complaint form, complaints and procedures
- Title VI Policy
- Limited English Proficiency (LEP) Plan
- Service and Fare Equity Analyses
- Demographic Service Maps
- Service Design Standards
- System-wide service monitoring
 - 6 Standards
- System Ridership Report

TITLE VI OF THE CIVIL RIGHTS ACT

The Utah Transit Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Utah Transit Authority.

For more information on UTA's civil rights program, and the procedures to file a complaint:

- Contact UTA Customer Service at 801-743-3882
- Visit rideuta.com/form to submit an electronic form
- Email eeofficer@rideuta.com
- Visit our Headquarters Office at 669 W 200 S, Salt Lake City UT 84101

For more information on UTA's Title VI Plan:

- Visit rideuta.com/program for the Title VI Program
- A complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Federal Transit Administration, 1200 New Jersey Ave SE, Washington DC 20590
- If information is needed in another language, contact 801-743-3882

TÍTULO VI DE LA LEY DE DERECHOS CIVILES

La Autoridad de Tránsito de Utah opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Autoridad de Tránsito de Utah.

Para obtener más información sobre el programa de derechos civiles de la UTA y los procedimientos para presentar una queja:

- Comuníquese con Servicio al Cliente de la UTA al 801-743-3882
- Visite rideuta.com/form para enviar un formulario electrónico
- Envíe un correo electrónico a eeofficer@rideuta.com
- Visite nuestra oficina central en 669 W 200 S, Salt Lake City UT 84101

Para obtener más información sobre el Plan Título VI de UTA:

- Visite rideuta.com/program para el programa del Título VI
- Un denunciante puede presentar una queja directamente ante la Administración Federal de Tránsito comunicándose con la Oficina de Derechos Civiles, Administración Federal de Tránsito, 1200 New Jersey Ave SE, Washington DC 20590
- Si necesita información en otro idioma, comuníquese al 801-743-3882

UTA 



UTA Title VI Policy

- Major Service Change
 - The Addition of Service
 - A proposed service level reduction in miles, hours, or trips of thirty-three percent (33%) or more of any route
 - The elimination of all service during a time period (peak, midday, evening, Saturday or Sunday)
 - A proposed twenty-five (25%) or greater change in route alignment
 - A proposed fare change
- Disparate Impact
- Disproportionate Burden
- Public involvement is required for major changes



Limited English Proficiency (LEP)

- Proficiency in English is protected under “National Origin”
- Four Factor Analysis
 - Significant Spanish speaking population
- Implementation Plan to provide meaningful access
- Demographic Service and Profile maps



Language Spoken at Home	Total LEP Population Estimate	% of Total Population	% of LEP Population
Spanish	88,311	3.59%	78.99%
Chinese	5,400	0.22%	4.83%



System Wide Service Monitoring

UTA's 2030 Strategic Plan integrates Title VI initiatives by outlining commitments to ensuring equitable access to transit services and engaging with communities through comprehensive outreach and planning efforts. UTA has established service design standards and policies in compliance with Title VI FTA Circular 4702.1B as follows:

Standards

- Vehicle Loads
- Service Availability
- Vehicle Headway
- On-Time Performance

Policies

- Distribution of Amenities
- Vehicle Assignment

These standards and policies assist in guiding the development and delivery of service and establish a basis for monitoring and analysis of service delivery, performance and outcomes



Vehicle Loads

Purpose: Ensure adequate capacity on vehicles

- UTA reviewed all active routes in Q3 of 2024. The review examined the number of trips that exceeded the maximum load capacity per UTA service standards. In total there were 213 trips during this time period that did not meet the standard

Vehicle Loads by Minority/Non-Minority Routes

	Minority Routes	Non-Minority Route
Number of Trips above load standard	67	146
Percent of Trips above load standard	0.92%	8.35%

- There were no findings of disparate impact on minority populations in UTA’s vehicle load monitoring. Less than 1% of all trips that were over capacity occurred on minority routes



Service Availability

Purpose: Ensure distribution of service is equitable

- UTA has defined its major service areas in counties that fall within our taxing districts. UTA reviewed the demographics within its taxing districts and compared it to the populations that fall within walk access to any transit stop or station.

	Total Population	Minority Population	Percent Minority
Service Area Population	2,576,911	642,828	24.9%
Population With Walk Access	1,029,957	353,523	31.4%
Percent of Population With Walk Access	40.0%	50.3%	

	Total Population	Low-Income Population	Percent of Low-Income
Service Area Population	2,576,911	359,288	13.9%
Population With Walk Access	1,029,957	194,082	18.8%
Percent of Population With Walk Access	40.0%	54.0%	

- Overall, minority and low-income populations had a greater amount of walk access than non-minority and non-low-income populations. There were no findings of disparate impact on minority populations or disproportionate burden on low-income populations in UTA’s service availability



Vehicle Headway

Purpose: Ensure frequency of service is distributed equitably

- In 2024, UTA reviewed the current average number of minutes between the arrival of one transit vehicle and the arrival of the next compared to minority vs non-minority routes
- UTA’s rail lines listed below are both considered minority routes therefore no data is listed in the non-minority routes columns for these modes of transit

	Minority Routes	Non-Minority Route	System Average
Bus Headway	28.2	36.7	29.7
TRAX Headway	18.8	N/A	18.8
FrontRunner Headway	43.3	N/A	43.3

- On average, minority routes have more frequent service than non-minority routes. There were no findings of disparate impact on minority populations in UTA’s vehicle headway monitoring.



On-Time Performance

Purpose: Ensure reliability of service is equitable

- UTA reviewed how often services were on time during the period of 2024 and compared minority vs non-minority routes
- UTA’s rail lines listed below are both considered minority routes therefore no data is listed in the non-minority routes columns for these modes of transit

	Minority Routes	Non-Minority Route	System Average
Bus Reliability On-Time Performance	86%	86.1%	86%
TRAX Reliability On-Time Performance	91.9%	n/a	91.9%
FrontRunner Reliability On-Time Performance	89.7%	n/a	89.7%

- On average, minority routes are on-time more often than non-minority routes



Distribution of Amenities

Purpose: Ensure distribution of amenities is equitable

- UTA currently has 5,044 bus stops, 51.6% of which are on minority routes

	Percent of Stops on Minority Lines with this amenity	Percent of all Stops with this amenity
ADA concrete pad	44.5%	41.3%
Seating	20.3%	19.9%
Shelter	16.1%	14.9%
Trash Receptacle	17.5%	15.8%

- UTA reviewed the percent of amenities on minority routes and found no disparate impact on minority populations



Vehicle Assignment

Purpose: Ensure equitable distribution of quality vehicles

- In 2024, UTA reviewed the average age in years of the vehicles assigned to each route. The average age of vehicles was calculated separately for minority vs non-minority routes

Age of Vehicles Minority vs Non-Minority

	Route Types	
	Non-Minority	Minority
Average Age in Years	7.5	7.6

- There were no findings of disparate impact on minority populations. Minority routes had vehicles which were 0.1 month older than non-minority routes which is statistically insignificant



Conclusion

- UTA maintains its commitment to meet the requirements and objectives of the Title VI Program. In addition, UTA continues to look for opportunities to improve its Title VI program and advance the Authority's mission. Title VI considerations are integrated throughout its decision-making processes
- There was no disparate impact or disproportionate burden found in any area of the Title VI Program

