

2025 Agency Risk Assessment Report



Key Results

Risk Level

Moderate

207.4

2025 Rating

171.0

2023 Rating

Control Effectiveness

Partially to Moderately Effective

4.88

2025 Rating

4.27

2023 Rating

- The current Moderate risk level exceeds the desired Low-moderate risk level set by the Executive Team
- Assessment data quality significantly improved this year demonstrating improved leader awareness and understanding of risks and controls



Top Perceived Risks

Perceived Risk	Description
Using old/unreliable technology	This refers to software, hardware and radio technology.
Insufficient Behavioral Health	This primarily refers to employee fatigue, but also references physical health/ability, mental health, and drug or alcohol abuse.
Position workload not balanced	This refers to roles where assigned responsibilities exceed employee bandwidth.
Inefficient/ineffective organizational design	This points to gaps in the types of roles that exist at UTA and the way those roles are grouped into teams, departments, service units, and/or chief offices.
Lack of adequate space to perform job functions	This refers to UTA administration, maintenance and operations buildings not expanding with service levels.
Employee unsafe practices	This refers to employees not adhering to safety policies, procedures and/or best practices.
Inadequate staff and/or resource allocation	This means there are not enough employee roles created to meet customer needs. It can also indicate there are not enough vendor/contractor resources.
Inability to attract and retain qualified employees	This refers to an inability to find people with the required skillsets to fill open job postings. It can also indicate high turnover.



Top Perceived Risks

Perceived Risk	Risk Appetite	Current Risk Level	% Change
Using old/unreliable technology	Moderate	Moderate	↑20.35%
Insufficient Behavioral Health*	Low	Moderate	↑35.03%
Position workload not balanced*	Low	Moderate	New Risk
Inefficient/ineffective organizational design*	Low	Moderate	↓18.37%
Lack of adequate space to perform job functions*	Low	Moderate	New Risk
Employee unsafe practices*	Low	Moderate	↑49.83%
Inadequate staff and/or resource allocation	Low	Moderate	↑ 13.76%
Inability to attract and retain qualified employees	Low	Moderate	↑18.49

*New to top eight list in 2025

Risks that dropped off the top eight list in 2025: Insufficient Knowledge of or Not Following Regulations/ Requirements, Disengaged Employees, Inadequate Communication Between Teams and Individuals, Asset/Equipment Does Not Meet Needs.



Three-year Risk Rankings

Perceived Risk	2025 Rank	2023 Rank	2022 Rank
Using old/unreliable technology	1	1	2
Insufficient Behavioral Health*	2		
Position workload not balanced*	3		
Inefficient/ineffective organizational design*	4		
Lack of adequate space to perform job functions*	5		
Employee unsafe practices*	6	21	
Inadequate staff and/or resource allocation	7	2	
Inability to attract and retain qualified employees	8	5	1

**New to top eight list in 2025*

The Inability to Attract and/or Retain Qualified Employees Risk dropped from No. 1 in 2023 to No. 8 in 2025, demonstrating that UTA's hiring practices are actively reducing this risk across UTA



2026-27 Agency Risk Priorities

Risk Priority	Supporting Initiative(s)
Three top risks related to employee workload: <ul style="list-style-type: none">• Workload Not Balanced• Inefficient/Ineffective Organizational Design• Inadequate Staff and/or Resource Allocation	<ul style="list-style-type: none">• Continue Sustainable Service Delivery• Deploy Workday and Trapeze Modules• Improve Employee Voice Action Plan• Improve Employee Safety in the System• Mature UTA Organizational Excellence Systems
<ul style="list-style-type: none">• Insufficient Behavioral Health	

Risk prioritization supports strategy achievement

