



Utah Transit Authority Title VI Program

Covers the period of 2013 to 2015



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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of federal financial assistance on the basis of race, color, or national origin in administering all their programs and activities. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to the Federal Transit Administration's (FTA's) Title VI requirements as outlined in Circular FTA C 4702.1B. Low-income populations were added through Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," signed in 1994. The Executive Order prevents minority and low-income communities from being subject to disproportionately high and adverse environmental effects from development and urban renewal.

FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years.

This Title VI program document has been prepared in accordance with FTA requirements.

Executive Summary

FTA requires all providers of fixed route public transportation that receive Federal financial assistance to submit the information contained in this Plan. UTA also meets the threshold (Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area of 200,000 or more in population) to require submittal of additional information listed in FTA Circular 4702.1B, such as setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes.

The Title VI Plan demonstrates that UTA has provided public transportation service in a nondiscriminatory manner and has promoted full and fair participation in public transportation decision-making without regard to race, color, or national origin. UTA also has ensured meaningful access to transit-related programs and activities by persons with limited English proficiency.

In all the monitoring of transit service provided by UTA in this Title VI Plan, which includes vehicle load, vehicle headway, on-time performance, service availability, the distribution of transit amenities, and vehicle assignment, there were no negative disparate impacts found that disproportionately affected members of a group identified by race, color, or national origin, or that disproportionately affected low-income populations more than non-low-income populations.

1) Title VI Notice to the Public

UTA has created a Title VI notice to the public, which indicates that UTA complies with Title VI. The notice informs the public of the protections against discrimination afforded to them by Title VI.

A copy of this notice can be found in [Appendix 1](#) at the end of this report.

A. List of Locations Where the Notice is Posted

The Title VI notice is posted at these locations.

- All TRAX and FrontRunner train stations
- All fixed route and paratransit busses
- UTA Front Lines Headquarters, Human Resources Office, at 669 West 200 South, Salt Lake City
- Customer Service / Lost & Found Office, 600 West 250 South, Salt Lake City
- Customer Service Office, 3600 South 700 West, Salt Lake City
- Timpanogos Transit Center, 1145 South 750 East, Orem
- Ogden Transit Center, 2393 South Wall Ave, Ogden
- The notice is available on UTA's website, <http://www.rideuta.com/About-UTA/Title-VI>

2) Title VI Complaint Process

A. UTA's Title VI Complaint Policy

UTA's Title VI Notice to the Public gives instructions regarding how to file a Title VI discrimination complaint by calling the Customer Concerns department or filing on UTA's website. Any complaint received by the Customer Service department that relates to possible Title VI discrimination is forwarded to the Title VI Compliance Officer so that it can be logged and tracked.

UTA follows the same corporate policy to deal with Title VI complaints that it uses for general customer complaints: [Corporate Policy 5.1.1, Customer Communications](#). More specific procedures are set forth in [Standard Operating Procedure 5.1.1-1: Customer Communication Process](#).

This policy and SOP can be found in [Appendix 2 and 3](#) respectively at the end of this report.

B. UTA's Title VI Complaint Form

A copy of UTA's complaint form can be found in [Appendix 4](#) at the end of this report.

C. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits (2013 to 2015)

Since the time of UTA's last Title VI Plan submission, there have been no lawsuits and no investigations conducted by FTA or entities other than FTA.

UTA did receive customer complaints alleging discrimination on the basis of race, color, and/or national origin in transit-related activities. These complaints are summarized in the following pages.

Title VI Customer Complaints for 2013

#	Incident Date	ID #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
1	1/4/2013	218669	Different treatment due to race	Hispanic	No cause
2	1/23/2013	220765	Rude treatment due to race	Hispanic	No cause
3	1/25/2013	221073	Rude treatment due to race	African American	No cause
4	1/31/2013	221481	Different treatment due to race	Not indicated	No cause
5	2/12/2013	222520	Different treatment due to race	African American	No cause
6	2/11/2013	222526	Different treatment due to race	Not indicated	No cause
7	2/13/2013	222628	Different treatment due to race	African American	No cause
8	2/20/2013	223310	Different treatment due to race	Hispanic	Operator coached
9	2/21/2013	223321	Different treatment due to nationality	Hispanic	Operator coached
10	2/22/2013	223491	Different treatment due to race	Hispanic	No cause
11	2/22/2013	223465	Different treatment due to race	Hispanic	No cause
12	3/15/2013	225272	Different treatment due to race	African American	No cause
13	3/20/2013	225714	Different treatment due to race	White	No cause
14	3/25/2013	225988	Different treatment due to race	Hispanic	No cause
15	4/2/2013	226675	Different treatment due to race	Native American	No cause
16	4/11/2013	227563	Different treatment due to race	African American	No cause
17	4/22/2013	228571	Passed by due to race	African American	No cause
18	5/12/2013	230292	Different treatment due to race	Hispanic	No cause
19	5/31/2013	231708	Different treatment due to race	Hispanic	No cause
20	6/2/2013	232166	Different treatment due to race	White	No cause
21	6/8/2013	232320	Different treatment due to race	Hispanic	No cause
22	6/10/2013	232418	Passed by due to race	Hispanic	No cause
23	6/15/2013	232774	Different treatment due to race	Hispanic	No cause
24	6/17/2013	232898	Rude treatment due to race	Not indicated	No cause
25	7/3/2013	234049	Passed by due to race	Asian	Customer error
26	7/6/2013	234129	Different treatment due to race	Hispanic	No cause

#	Incident Date	ID #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
27	7/15/2013	234820	Different treatment due to race	Not indicated	No cause
28	7/16/2013	234897	Passed by due to race	Not indicated	No cause
29	7/22/2013	235263	Different treatment due to race	Not indicated	No cause
30	7/24/2013	235431	Different treatment due to race	Not indicated	No cause
31	7/24/2013	235490	Different treatment due to race	Hispanic	No cause
32	7/25/2013	235500	Different treatment due to race	African American	No cause
33	7/29/2013	235701	Officer made a racial slur	Hispanic	No cause
34	7/29/2013	235765	Different treatment due to national origin	Hispanic	Operator coached
35	8/14/2013	237079	Different treatment due to race	Not indicated	No cause
36	8/21/2013	237692	Different treatment due to race	Hispanic	No cause
37	8/30/2013	238811	Different treatment due to race	Hispanic	No cause
38	9/3/2013	239288	Different treatment due to race	Not Indicated	No cause
39	9/9/2013	240033	Different treatment due to national origin	Non-English speakers	No cause
40	10/11/2013	242377	Different treatment due to race	Hispanic	Customer Error
41	10/22/2013	243112	Different treatment due to race	African American	Customer Error
42	10/24/2013	243453	Different treatment due to race	African American	No cause
43	11/18/2013	245296	Different treatment due to race	Hispanic	Operator coached
44	11/30/2013	246058	Different treatment due to being homeless	Low-Income	Operator coached
45	12/5/2013	246462	Different treatment due to race	African American	Operator coached
46	12/7/2013	246728	Passed by due to race	African American	Operator coached
47	12/19/2013	247988	Passed by due to race	Pacific Islander	No cause
48	12/23/2013	248459	Different treatment due to race	African American	No cause

2013 Summary

Total complaints: 48

Race of Complainant			Finding		
Hispanic	20	41.7%	No cause	38	79.2%
African American	12	25.0%	Operator coached*	6	12.5%
Native American	1	2.1%	Customer Error	4	8.3%
Native Hawaiian/Pacific Islander	1	2.1%			
Asian	1	2.1%			
White	2	4.2%			
Not Indicated	9	18.8%			
Other	2	4.2%			

*The finding of "Operator coached" means there was something the Operator could have done differently, and was coached by a supervisor.

Title VI Customer Complaints for 2014

#	Incident Date	ID #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
1	1/4/2014	249213	Rude treatment due to race	Hispanic	No cause
2	1/21/2014	250672	Different treatment due to race	White	No cause
3	2/5/2014	252035	Different treatment due to race	Hispanic	Customer Error
4	2/13/2014	252706	Different treatment due to race	Not specified	Operator Coached
5	2/17/2014	252971	Different treatment due to race	African American	No cause
6	2/19/2014	253042	Unequal service on the west side	Not specified	No cause
7	2/24/2014	253250	Rude treatment due to race	Not specified	No cause
8	2/25/2014	253670	Different treatment due to race	White	Operator Coached
9	2/27/2014	253805	Different treatment due to race	Hispanic	Operator Coached
10	3/4/2014	254081	Teens using racial slurs, driver didn't stop it	African American	Operator Coached
11	3/14/2014	254937	Different treatment due to race	African American	Operator Coached
12	3/22/2014	255740	Passed by due to race	Hispanic	Customer Error
13	3/29/2014	255943	Different treatment due to race	Hispanic	No cause
14	3/31/2014	256014	Different treatment due to race	Hispanic	Customer Error
15	4/2/2014	256176	Different treatment due to being homeless	Other: Low income	Customer Error
16	4/15/2014	257140	Passed by due to race	African American	Customer Error
17	4/15/2014	257205	Different treatment due to race	Hispanic	Customer Error
18	4/28/2014	258231 / 258254	Different treatment due to race	African American	Operator Coached
19	4/29/2014	258394	Different treatment due to race	Not specified	No cause
20	4/30/2014	258419	Passed by due to race	Not specified	No cause
21	5/1/2014	258464	Different treatment due to race	Not specified	Operator Coached
22	5/7/2014	258915	Different treatment due to race	African American	No cause
23	5/8/2014	259010	Different treatment due to race	White	Operator Coached
24	5/8/2014	258990	Different treatment due to race	African American	Customer Error
25	5/23/2014	260246	Different treatment due to race	Native American	No cause
26	5/23/2014	260257	Different treatment due to race	African American	No cause
27	6/3/2014	260862	Different treatment due to race	Not specified	No cause
28	6/13/2014	261872	Passed by due to race	Asian/Chinese	No cause
29	6/18/2014	262274	Different treatment due to race	Not specified	No cause
30	6/19/2014	262321	Different treatment due to race	Not specified	Customer Error
31	6/20/2014	262483	Different treatment due to race	Not specified	Operator Coached
32	6/21/2014	262594	Different treatment due to race	Hispanic	No cause
33	6/23/2014	262635	Passed by due to race	Hispanic	Operator Coached
34	6/14/2014	261940	Different treatment due to race	African American	Customer Error
35	6/25/2014	262824	Different treatment due to race	African American	Customer Error
36	7/1/2014	263431	Passed by due to race	Hispanic	No cause
37	7/2/2014	263393	Different treatment due to race	Not specified	Operator Coached

#	Incident Date	ID #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
38	7/15/2014	264526	Different treatment national origin	Not specified	Operator Coached
39	8/1/2014	265967	Crude gesture made due to race	Hispanic	No cause
40	8/14/2014	267001	Different treatment due to race	African American	Operator Coached
41	8/27/2014	268512	Different treatment due to race	African American	No cause
42	9/3/2014	268847	Rude treatment due to race	White	No cause
43	9/4/2014	268919	Different treatment due to race	Not specified	Customer Error
44	9/12/2014	269791	Passed by due to race	Not specified	Customer Error
45	9/16/2014	270053	Different treatment due to race	Not specified	No cause
46	9/23/2014	270807	Passed by due to race	African American	No cause
47	9/24/2014	270938	Different treatment due to race	African American	No cause
48	10/7/2014	272051	Different treatment due to race	Hispanic	No cause
49	10/8/2014	272141	Different treatment due to race	African American	Customer Error
50	10/14/2014	272596	Different treatment due to race	African American	No cause
51	10/16/2014	272774	Different treatment due to race	Not specified	Customer Error
52	10/24/2014	273445	Different treatment due to race	Not specified	Operator Coached
53	10/27/2014	273903	Different treatment due to race	White	No cause
54	11/11/2014	274585	Different treatment due to race	African American	No cause
55	11/25/2014	275697	Different treatment due to race	Not specified	No cause
56	12/10/2014	276697	Passed by due to race	African American	Customer Error

2014 Summary

Total complaints: 56

Race of Complainant			Finding		
Hispanic	12	21.4%	No cause	27	48.2%
African American	18	32.1%	Operator coached	14	25.0%
Asian	1	1.8%	Customer Error	15	26.8%
Native American	1	1.8%			
Native Hawaiian/Pacific Islander	0	0%			
White	5	8.9%			
Other	1	1.8%			
Not Indicated	18	32.1%			

*The finding of "Operator coached" means there was something the Operator could have done differently, and was coached by a supervisor.

Title VI Customer Complaints for 2015

#	Date	Report #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
1	1/9/2015	470	Racially profiled by UTA police	Not indicated	No cause
2	1/20/2015	1306	Rude treatment due to race	Black	No cause
3	1/23/2015	1621	Unfair treatment due to race	Black	No cause
4	1/24/2015	1663	Rude treatment due to race	Not indicated	No cause
5	1/23/2015	1625	Rude treatment due to race	Hispanic	No cause
6	1/29/2015	2001	Unfair treatment due to race	Not indicated	Closed - Trend
7	1/29/2015	2038	Rude treatment due to race	White	Closed - Trend
8	2/2/2015	2266	Passed by homeless person	Other	No cause
9	2/5/2015	2527	Passed by due to race	Hispanic	Closed - Trend
10	2/13/2015	3160	Unfair treatment due to race	White	Closed - Trend
11	3/3/2015	4517	Rude treatment due to race	Hispanic	Closed - Trend
12	3/10/2015	5064	Offensive conversation about race	Not indicated	Closed - Trend
13	3/16/2015	5525	Other passengers made racial slurs, driver didn't stop them	Black	Closed - Trend
14	3/17/2015	5617	Unfair treatment due to race	Not indicated	Closed - Trend
15	3/18/2015	5724	Route elimination violates Title VI	Not indicated	Closed - Trend
16	3/30/2015	6496	Unfair treatment due to race	Native American	Closed - Trend
17	3/30/2015	6546	Unfair treatment due to race	White	Closed - Trend
18	4/6/2015	7052	Unfair treatment due to race	Black	Closed - Operator Coached
19	4/10/2015	7462	Unfair treatment due to race	Not indicated	No cause
20	4/24/2015	8622	UTA ignoring needs of seniors and low-income	Other - Low income	Closed - Trend
21	4/25/2015	8710	Unfair treatment due to race	Not indicated	Closed - Trend
22	5/8/2015	9750	Unfair treatment due to race	Hispanic	Closed - Trend
23	5/11/2015	9825	Misleading information given about reduced fare cards	Other - Low income	Closed - Trend
24	5/12/2015	9945	Unfair treatment due to race	Hispanic	Closed - Trend
25	5/20/2015	10559	Unfair treatment due to race	Asian	Closed - Trend
26	5/22/2015	10779	Police officer racist in giving citations	Hispanic	Closed - Trend
27	6/8/2015	11929	Passed by due to race	Not indicated	Closed - Trend
28	6/16/2015	12563	Unfair treatment due to race	Not indicated	Closed - Trend
29	6/18/2015	12712 (& 12723)	Racially profiled by UTA police	Asian	Closed - Trend
30	6/18/2015	12723 (& 12712)	Racially profiled by UTA police	Asian	Closed - Trend
31	6/18/2015	12736	Unfair treatment due to race	White	Closed - Trend
32	6/30/2015	13857	Unfair treatment due to race	Not indicated	Closed - Trend
33	6/30/2015	13971	Unfair treatment due to race	Black	Closed - Trend
34	7/8/2015	14606	Unfair treatment due to national origin	Other - Italian	Closed - Trend

#	Date	Report #	Summary of Complaint	Race, Color, National Origin	Result/ Action Taken
35	7/9/2015	14676	Unfair treatment due to race	Native American	Closed - Operator Coached
36	7/28/2015	15990	Unfair treatment due to race	Hispanic	Closed - Trend
37	8/15/2015	17625	Rude treatment due to race	Hispanic	Closed - Operator Coached
38	8/20/2015	18107	Unfair treatment due to race	Black	Closed - Trend
39	8/21/2015	18203	Passed by due to race	White	Closed - Operator Coached
40	9/2/2015	19283	Rude treatment due to race	Black	Closed - Trend
41	9/9/2015	19899	Passed by due to race	Hispanic	Closed - Trend
42	9/11/2015	20128	Passed by due to race	Not indicated	Closed - Trend
43	9/18/2015	20924	Passed by due to race	Not indicated	Closed - Trend
44	9/25/2015	21532	Rude treatment due to race	Hispanic	Closed - Trend
45	10/14/2015	23266	Rude treatment due to race	Black	Closed - Trend
46	10/21/2015	23866	Favoritism to Hispanics	Not indicated	Closed - Trend
47	10/30/2015	24548	Rude treatment due to race	Black	Closed - Operator Coached
48	11/9/2015	25278	Racially profiled by UTA police	Black	Closed - Trend
49	11/11/2015	25496	Unfair treatment due to race	Black	Closed - Trend
50	11/12/2015	25604	Unfair treatment due to race	Black	Closed - Operator Coached
51	11/20/2015	26297	Unfair treatment due to race	Black	Closed - Operator Coached
52	12/3/2015	27232	No stop at homeless shelter	Other - Low income	Closed - Trend
53	12/24/2015	29285	Unfair treatment due to race	Black	Closed – Trend

2015 Summary

Total complaints: 53

<u>Race of Complainant</u>			<u>Finding</u>		
Hispanic	10	18.9%	No cause	6	11.3%
African American	14	26.4%	Operator coached	8	15.1%
Asian	3	5.7%	Trend*	39	73.6%
Native American	2	3.8%			
Native Hawaiian/Pacific Islander	0	0%			
White	5	9.4%			
Other	5	9.4%			
Not Indicated	14	26.4%			

*In 2015, the findings categories were revised. "Customer error" was eliminated. "Trend" means there was not a conclusive finding, but the item will be tracked to see if there is a recurring pattern by the Operator.

3) Public Participation Plan

UTA created Corporate Policy 1.1.28 Title VI Compliance Policy which coordinates with the public participation plan and serves as the disparate impact policy. The policy includes guidance about outreach methods to engage minority and limited English proficient populations in discussions about service and fare changes. This policy coordinates with UTA Corporate Policy 1.1.6, Public Input Opportunities

These public participation policies can be found in Appendix 5 at the end of this report.

A. Summary of Outreach Efforts

During the three-year period since UTA's last Title VI Program submission, which includes 2013 through 2015, UTA conducted public outreach activities that included six efforts related to service changes and two special efforts: one to obtain input on possible changes to UTA's fare policy and one to obtain service priority input on how to use potential additional tax revenue to increase service. For ease of reading this report, the list of outreach efforts completed can be found in Appendix 6 at the end of this document.

4) Language Assistance Plan

UTA created a Language Assistance Plan to meet DOT and FTA guidelines and to describe how employees will provide language assistance to persons with Limited English Proficiency (LEP). This plan can be found in Appendix 7 at the end of this report.

5) Membership of Non-Elected Committees and Councils

There are two non-elected committees or advisory councils at UTA.

The first is the Committee on Accessible Transportation.

UTA had an advisory committee established beginning in the 1980s to discuss disability related issues long before the passage of the Americans with Disabilities Act. That committee evolved into the Committee on Accessible Transportation (CAT). After the passage of the ADA in 1990, the UTA Board of Trustees formally created the CAT by way of a charter. The purpose of the CAT is to provide an ongoing opportunity to advise UTA on accessibility issues related to facilities, service, equipment, plans and programs to assure non-discrimination for qualified people with disabilities.

Representatives of all age, disability and minority groups, as well as from residents in all UTA service areas, are invited to serve on the committee. Members are selected by the committee, after reviewing applications and interviewing candidates.

Membership Representation:

Following is the breakdown of the members of the committee by race.

Committee on Accessible Transportation (CAT)	Caucasian	Hispanic	African American	Asian American	Native American
Population: 12	11 (91.6%)	0	1 (7.6%)	0	0

Recruiting Efforts:

To encourage participation of minority representation on the CAT, UTA has taken the following steps.

- A statement was added to the CAT Membership Application that encourages participation by individuals representing diverse race, national origin and ethnic populations that also represent the needs of persons with disabilities to access and use UTA services.
- CAT Planning Subcommittee members (responsible for leading out on membership recruiting and selection) have discussed additional efforts they will take to seek out individuals and community organizations to contact for annual membership recruiting.

Community Transit Advisory Committee (CTAC)

The second advisory group at UTA is the Community Transit Advisory Committee (CTAC). This group was formed in 2015, and meets approximately quarterly to get input on service. UTA is seeking to make this a permanent advisory committee. To recruit members for this committee, UTA advertised on social media and on its website and invited both riders and non-riders from all the counties UTA serves to participate.

Community Transit Advisory Committee (CTAC)	Caucasian	Hispanic	African American	Asian American	Native American
Population: 20	18 (90%)	1 (5%)	0	1 (5%)	0

6) Title VI Equity Analysis of Constructed Facilities

FTA's Title VI Circular states that if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

The only facility constructed by UTA from 2013 to 2015 was a natural gas fueling station that went into operation in December 2015. The Environmental Assessment for the fueling station was included in the analysis for the Central Bus Operations and Maintenance Facility done in May 2012. Funding was obtained to build the fueling station and other portions of the project. The remainder of the project will be built in future phases.

The Environmental Justice section of the assessment can be found in Appendix 8.

7) Annual Title VI Certifications and Assurances for 2013 to 2015

Copies of UTA's annual Certifications and Assurances for 2013, 2014 and 2015 are included in Appendix 10 at the end of this report.

8) Service Standards and Policies

UTA created Corporate Policy 1.1.19: Corporate Service Standards, which groups service standards into three categories: *policy* service standards, the standards based on community expectations or regulatory requirements; *quality* service standards, the standards reflecting consumers' expectations; and *effectiveness* service standards, which reflect desired returns for the public investment. All of the measures that follow fit into the *quality* service standards.

A. Vehicle Load Standard

The standard UTA has set for this area is "seat availability". From Corporate Policy 1.1.19: Corporate Service Standards, UTA set the following expectation.

2. **"Seat Availability:** *When traveling for an extended period of time on UTA services, customers wish to use their time productively which requires the availability of a seat.*

- a. *For fixed route bus service with an average customer trip length more than 20 miles, corrective action shall be taken, as resources permit, when the maximum number of customers onboard exceeds 100% of the available seats on more than 25% of the times a trip operates over two consecutive months.*
- b. *For light rail service, corrective action shall be taken, as resources permit, when the maximum number of customers onboard a train trip repeatedly exceeds 175% of the available seats on more than 33% of the times a regularly scheduled trip operates over 90 consecutive days. At least 90% of all light rail train trips operated each month shall consist of the number of rail cars recorded on the yard and tail tracks moves document.*
- c. *For commuter rail service, corrective action shall be taken, as resources permit, when the maximum number of customers travel north of the Woods Cross Station exceeds 90% of the available seats on more than 25% of the times a train trip operates over two consecutive months."*

Per FTA guidelines, "Vehicle Load Factor" is generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means there were 52 riders, with all seats filled and approximately 12 standees.

Expressed in tabular format:

Mode	Maximum Load Standard	Time Period for Overcrowding Before Taking Corrective Action
Fixed-Route Bus, >20 miles	1.5	25% of the time over 2 consecutive months
Light Rail	1.75	33% of the time over 90 consecutive days
Commuter Rail	0.9	25% of the time over 2 consecutive months

Please note that in 2012, UTA eliminated the seat availability standard for fixed-route bus trips under 20 miles, which represents local service. This standard is currently being reevaluated. For this report, the same standard for trips over 20 miles was applied to trips under 20 miles.

Monitoring for Vehicle Load Standard

The following sample of bus routes was selected to monitor how UTA routes compared to the vehicle load standards. The latest population statistics available from the US Census Bureau's 2014 American Community Survey was used to determine minority and low-income areas. Following the FTA Title VI standard, a bus route was considered to be a minority or a low-income route if one third or more of the total route miles were in a minority or low-income census block group.

An evaluation of all the bus routes showed that there were no minority routes in the business units of Ogden (providing service to Box Elder, Weber, and Davis Counties) or Timpanogos (providing service to Utah County). The majority of the routes in all the business units are low-income routes. All of the routes in Ogden and all but one of the routes in Utah Country are low-income routes. As of December 2015, there were 97 regular fixed routes, so choosing a sample of eleven routes represents 11.3%.

Sample Routes by #	Sample Routes by Name	Minority Route	Low-Income Route
Salt Lake Business Unit			
17	1700 South	Yes	Yes
35	3500 South	Yes	Yes
62	6200 South	No	No
223	2300 East-Holladay Blvd	No	Yes
451	Tooele Express	No	Yes
516	Poplar Grove-Glendale	Yes	Yes
526	12600 South	No	No
Ogden Business Unit			
604	West Ogden	No	Yes
616	North Weber FrontRunner Shuttle	No	Yes
Timpanogos Business Unit			
830	Orem / Provo FrontRunner Connector	No	Yes
863	Lehi Station – Adobe – Exactware	No	No

UTA uses Automated Passenger Count (APC) data to monitor rider numbers. About half of the bus fleet in UTA’s system has APC technology, and every route is sampled by an APC equipped bus at some point.

The average number of seats on UTA buses is 36. Therefore, UTA defines a trip with an average peak load of more than 36 for a standard bus as being overcrowded.

The FTA Title VI Circular requires transit systems “to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle assignment, transit amenities, etc.) not less than every three years.” UTA chose to monitor vehicle loads for the year of 2015. The following table shows the monitoring statistics for the sampled bus routes for all of 2015.

Fixed Route Vehicle Loads - 2015

Sample Routes (all are <20 miles)	Trips Sampled with APC Data	Trips with >36 Peak Load	% Trips Overcrowd	Minority Route	Low-Income Route
17	5,531	0	0.0%	Yes	Yes
35	5,921	0	0.0%	Yes	Yes
54	12,003	90	0.7%	No	No
62	2,044	0	0.0%	No	No
223	3,271	0	0.0%	No	Yes
516	9,834	55	0.6%	No	Yes
526 *	998	0*	0.0%	Yes	Yes
604	5,670	2	0.0%	No	Yes
616	1,333	0	0.0%	No	Yes
830	16,857	145	0.9%	No	Yes
863	2,551	2	0.1%	No	No
Overall Total	66,013	294	0.45%		
Non-Minority Total	53,563	294	0.55%		
Minority Total	12,450	0	0.00%		
Non- Low-Income	16,598	92	0.55%		
Low-Income Total	49,415	202	0.41%		

Note: **Minority Routes**

Low-Income Routes (Includes the **green** also – all minority routes are also low-income)

*Route 526 uses a larger MCI bus which seats 57 passengers, so loads over 57 were counted.

The results of the monitoring show that for fixed route bus service, minority routes had a smaller percentage of overcrowded trips than the non-minority routes, and the low-income routes had a smaller percentage of overcrowded trips than the non- low-income routes. None of the routes were over the UTA standard of 33% of the time over three consecutive months that would require corrective action being taken.

Conclusion: Title VI analysis verifies that there is no disparate impact in fixed-route vehicle load performance.

B. Vehicle Headway Standard

The standard UTA has set for this area is “frequency of service”. From Corporate Policy 1.1.19: Corporate Service Standards, UTA set the following expectation.

3. *“Frequency of Service: Customers want frequent opportunities to travel when using UTA services.*
 - a. *The system-wide average number of minutes between buses on scheduled weekday fixed-route bus service shall not exceed 28 minutes (actual for*

August 2007) for the service plans implemented prior to August 2015 and 25 minutes for the August 2015 service plan.

- b. The system-wide average number of minutes between light rail trains on weekdays shall not exceed 20 minutes.
- c. The average number of minutes between regional commuter rail trains shall not exceed 30 minutes in the period commencing at the start of revenue service through 7:00 PM on weekdays.

Monitoring for Vehicle Headway Standard

Average Fixed-Route Bus Headway in Minutes – 2013 to 2015

Fixed-Route Bus	Average Weekday Headway 2013	Average Weekday Headway 2014	Average Weekday Headway 2015
Overall Average	35.2	34.4	34.6
Non Minority Average	37.4	36.2	36.8
Minority Average	28.2	28.2	26.6
Non Low-Income Average	44.0	40.4	36.3
Low-Income Average	34.8	34.0	34.2

This table shows that the average weekday headways for the minority routes for each year was lower than the average for the non-minority routes, which means that the minority routes saw more frequent service. In 2015, several minority routes saw improved frequency which led to their greater reduction in headway minutes than the non-minority routes.

The low-income routes had an average that was lower than the non- low-income sampled routes, which means that the low-income routes saw more frequent service.

The analysis shows that UTA did not meet the Frequency of Service goal of having the average number of minutes between buses on scheduled weekday fixed-route service as no more than 25 minutes.

Conclusion: There is no disparate impact on UTA bus routes in vehicle headways.

C. On-Time Performance Standard

From Corporate Policy 1.1.19: Corporate Service Standards, UTA set the following standard for on-time performance.

B. Quality Service Standards.

1. On-time Service: Customers want punctual service.
 - a. For fixed-route bus service, the Business Unit Forum shall establish an annual on-time reliability standard which results in continual progress towards a long-term goal of at least 95% of time point crossings being 0 seconds early and no more than 4 minutes and 59 seconds late.
 - b. Light rail service shall depart stations 0 seconds early and no more than 4 minutes 59 seconds later than scheduled, 98% of the time.
 - c. Commuter rail service shall depart stations 0 seconds early and no more than 4 minutes 59 seconds later than scheduled, 95% of the time.

Monitoring for On-Time Performance Standard

Bus Routes

UTA analyzed on-time performance of all bus routes for disparate impact for 2013 - 2015.

All Bus Routes	% On time 2013	% On time 2014	% On time 2015	3-Year Average
Overall Average	88.9%	91.5%	91.8%	90.7%
Non-Minority Average	88.9%	91.6%	91.9%	90.8%
Minority Average	89.2%	91.3%	91.4%	90.6%
Non-Low-Income Average	86.2%	90.0%	90.7%	89.0%
Low-Income Average	89.7%	91.8%	92.1%	91.2%

Note: Red numbers show where the protected Title VI area was less than the non-protected area.

This table shows that compared to the average on-time performance for the non-minority routes, the minority routes had slightly lower on-time performance for two of the years, and the three-year average was slightly lower. However, the difference in on-time performance was always within 1%. Comparing the non-low-income routes to the low-income routes, the average on-time performance for low-income routes was better. The same was true for the three-year average.

The annual on-time reliability goals, which were set to make continual progress towards the long-term goal of 95%, are as follows.

Year	Goal	Actual	Minority Actual	Low-Income Actual
2013	88%	88.9%	89.2%	89.7%
2014	90%	91.5%	91.3%	91.8%
2015	92%	91.8%	91.4%	92.1%

Note: Red numbers show where the actual performance was below the UTA goal.

The analysis of bus routes shows that UTA did meet its annual goals for two of the years and saw improvement in working towards the long-term goal of 95% on-time performance. The Title VI areas also met the goals except for the minority routes in 2015, which were slightly under the goal but the difference was within 1%. In the Title VI Policy, UTA determined that a “threshold of 5% will be used to determine disparate impact on minority populations and disproportionate burden on low-income populations,” so a 1% difference is not a disparate impact.

Conclusion: There is no disparate impact for on-time performance of fixed route bus service.

Route Deviation Service

UTA also operates route deviation service, which allows a bus to deviate from a designated route upon request up to two times in each direction of travel within 3/4 mile on each side of the route.

None of the route deviation service is classified as a minority route. Two are low-income routes. A comparison was made between the low-income routes and the non-low-income routes. Due to the option for deviation from the route, the on-time performance is different from the regular fixed route service.

Data from 2013 is not shown due to an error in tracking on-time data for these routes. This was changed in 2014.

All Route Deviation	% On time 2014	% On time 2015	Two-year Average
Overall Average	84.0%	89.5%	86.8%
NON-Low-Income Average	84.1%	88.5%	86.3%
Low-Income Average	83.4%	94.7%	89.1%

The analysis of route deviation service shows that in 2014 the low-income routes had a slightly worse level of on-time service, but it was less than a 1% difference. In 2015, the low-income routes had a better on-time rate than those that were not low-income routes. In the two-year average, the low-income on-time rate was better.

Conclusion: There is no disparate impact for on-time performance of route deviation bus service.

Rail Routes

All Rail Routes	% On time 2013	% On time 2014	% On time 2015
TRAX (Light Rail) Average	91.4%	94.6%	94.0%
FrontRunner (Commuter Rail) Average	89.2%	92.0%	86.6%

Since all the rail routes are both minority and low-income routes, there is no need to separate them out.

Light rail service did not meet the goal of 98% on-time rate, and commuter rail fell short of its goal of 95%.

D. Service Availability Standard

According to FTA's Title VI Circular, "Service availability is a general measure of the distribution of routes within a transit provider's service area." UTA is currently developing a service standard that will address service coverage, but does not have one in place now.

Using the 2010 - 2014 American Community Survey and the taxing districts for UTA's overall service area, the following analysis was done. FTA guidelines give the distance people are generally willing to travel to get to a transit stop. Following these guidelines, the population of a census block group was counted if the block group fell within:

- ¼ mile of a bus stop
- ½ mile of a light rail station, or
- 3 miles of a commuter rail station

Transit stops include bus, bus rapid transit, light rail, and commuter rail. The taxing districts in UTA's service area include Box Elder, Weber, Davis, Salt Lake, Utah, and Tooele Counties. Note that the estimate in the last Title VI report was higher due to census block groups being used, which is a larger geographical unit, and the whole census block was included in the estimate if part of it was within the proximity area. For this analysis the unit of measure was census blocks, which is a smaller geographical unit.

Service Availability as of December 2015

Total Population in Service area:	2,244,551
Population within proximity of transit	1,537,313
Percent of population within proximity of transit	68.5%

E. Transit Amenities Policy

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public.

FTA's Title VI Circular requires fixed route transit providers to submit their policy on location of amenities, which are defined as:

- 1) Seating (i.e., benches, seats at stops/stations)
- 2) Bus and rail shelters and rail platform canopies
- 3) Provision of information:
 - a. Printed signs, system maps, route maps, and schedules.
 - b. Digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations (i.e., electronic signage that depicts when a transit vehicle will next arrive at the station or stop).
- 4) Escalators
- 5) Elevators
- 6) Waste receptacles (including trash and recycling)

UTA has a Standard Operating Procedure (SOP) OPO 1.2 Bus Stop Amenities Installation to evaluate stops that need improvement and to ensure equitable distribution. The SOP states the following about the process to be followed.

- I. **Purpose:** *To assist the Business Units and all UTA Departments in providing bus stops that are designed to make transit more convenient, accessible and aesthetically appealing to transit users. The proper design of bus stop zones and adjacent curbs will increase transit access and convenience by eliminating barriers, especially for those individuals with mobility limitations. The appeal of public transportation will be increased further by the installation of amenities that: (a) enhance the attractiveness of public transportation, (b) increase passengers' comfort levels and feelings of security, (c) provide bus stop locations that are designed with paved waiting pads, shelters, benches, windbreaks etc.*
- II. **Application:** *Bus Control, Capital Development, Facilities, and the Central, Meadowbrook, Mt. Ogden, and Timpanogos Business Units*
- III. **Procedure:** *Bus Stop Amenities will only be installed at official UTA Bus Stops that were or are established according to Standard Operating Procedure No. B01.17 titled Bus Stop Relocation System. Bus shelters, bus benches or other amenities will only be installed at an official bus stop upon approval from the Business Unit Planners or the Service Plan Deployment Specialist (see section IV & V below). The Business Unit Planners or Service Plan Deployment Specialist will approve the relocation of an existing bus stop in order to accommodate the installation of*

amenities as it relates to the safe operations of the bus in relation to vehicle and pedestrian traffic flow as well as ADA considerations. These actions will only be taken upon the approval of the local municipality, county or state (UDOT) government.

- IV. ***Identify candidate bus stop location to receive bus stop amenities:*** *The high usage stops by ridership will be identified by the Central, Meadowbrook, Ogden and Timpanogos Business Units. Specific recommendation for improvement and prioritization for bus stop amenities will be developed with consideration to the items listed in the bus stop amenities investment matrix. The criteria points will then be tallied to create a Bus Stop Priorities Amenities List of candidate stops to receive amenities, the higher numbers representing a higher need for development based on the Bus Stop Amenities matrix. Consideration will also be given to bus bench and bus shelter request via the customer comment program. Each fixed route business unit will give consideration to the bus stop or service point needs (i.e. transfer locations, travel patterns etc.) of clients that utilize Paratransit within their respective geographical area. The same consideration will also be given to Route Deviation bus stops. Other bus stops may be included to receive amenities via the action list as determined by the Regional General Managers. The Business Units will develop and maintain the Bus Stop Priorities Amenities List. An Action List will be submitted to Capital Development on July 15th of each current year, and a Confirmation Report submitted by January 15th of the following year. The Confirmation Report must be approved by the Business Unit Forum before being sent to Capital Development. The Business Unit Forum approval will serve to authorize the Capital Development Strategic Planner to move forward with funding and construction of the approved locations as listed in the Confirmation Report.*

Monitoring for Transit Amenities Policy

FTA requires that transit providers evaluate their transit amenities policy at least every three years to ensure amenities are being distributed throughout the transit system in an equitable manner.

The locations of all UTA bus stops as of December 2015 were examined. The following table summarizes the distribution of UTA's bus stop amenities. Data from the 2014 American Community Survey was used to determine minority and low-income census block groups. A stop is considered to be a minority or low-income stop if it is in or within ¼ mile of a covered census block.

Bus Stop Amenities – Dec. 2015

	A	B	C	D	E	F	G	H	I	J	K
	Amenity	# In System	% In System	# NOT in Minority Areas	% NOT in Minority Areas	# In Minority Areas	% in Minority Areas	# NOT in Low-Income Areas	% NOT in Low-Income Areas	# In Low-Income Areas	% Low-Income
1	Total Stops	6,104	100%	4,664	76.4% (1D/1B)	1,440	23.6% (1F/1B)	1,620	26.5% (1H/1B)	4,484	73.5% (1J/1B)
2	Lighted Stops	3,475	56.9% (2B/1B)	2,636	56.5% (2D/1D)	839	58.3% (2F/1F)	817	50.4% (2H/1H)	2,658	59.3% (2J/1J)
3	Benches	799	13.1% (3B/1B)	563	12.1% (3D/1D)	236	16.4% (3F/1F)	118	7.3% (3H/1H)	681	15.2% (3J/1J)
4	Shelters	426	7.0% (4B/1B)	299	6.4% (4D/1D)	127	8.8% (4F/1F)	60	3.7% (4H/1H)	366	8.2% (4J/1J)
5	Trash Cans	543	8.9% (5B/1B)	368	7.9% (5D/1D)	175	12.2% (5F/1F)	57	3.5% (5H/1H)	486	10.8% (5J/1J)

The percentage of minority stops in UTA's system is 23.6%. From the 2010-2014 American Community Survey 5-year estimates, the minority population in UTA's service area is 21.6%. Therefore, the percentage of stops in minority census block groups is above the minority representation in the population. Bus stops are equitably distributed for minorities.

The percentage of low-income stops in UTA's system is 73.5%. From the 2010 census, the percent of low-income households in UTA's service area is 22%. Therefore, the percentage of stops in low-income areas is far above the low-income representation in the population. Bus stops are distributed greatly in favor of low-income residents.

When comparing UTA's bus stop amenities in minority and low-income areas with those that are NOT in minority or low-income areas, there were more stop amenities in minority and low-income areas. UTA continues to review upcoming annual plans for bus stop amenity improvements to ensure equitable distribution for Title VI areas.

Bus Stop Improvements 2013 – 2015

During the period of 2013 to 2015, 190 bus stops had improvements completed, which could include adding a concrete pad, a shelter, a bench, or making it ADA accessible.

The majority of these improved stops were in minority or low-income areas, far above their representation in the population, which is 22% for both categories.

Total Stops	190	Percentage	% in Population
Low-Income Stops	179	94.2%	22%
Minority Stops	98	51.6%	22%

Conclusion: UTA finds no negative disparate impact in the distribution of bus stops and bus stop amenities.

Rail Amenities

All FrontRunner commuter rail and TRAX light rail stations have the following amenities.

- Canopies
- Seating
- Trash cans
- A minimum of two electronic signs indicating the next vehicle arrival time

Two FrontRunner commuter rail stations have special equipment due to the unique physical requirements of those locations. The Farmington station has four elevators. The North Temple station has one elevator and two escalators.

All of UTA's rail routes are considered to be minority and low-income routes, based on analysis of the stations instead of route miles, since these are the only points where people can access the system. A commuter rail station is considered to be a Title VI station if it is in or within three miles of a minority or low-income area. A TRAX station is considered to be a Title VI station if it is in or within a distance of half a mile. For all the rail lines, the number of stations in Title VI areas is over one-third of the total stations. The following table shows the breakdown of stations and their Title VI status. Some of the TRAX stations are shared by all three TRAX lines.

Rail Lines	Minority Stations	Minority %	Low-Income Stations	Low-Income %
TRAX Blue Line (North/South): 24 stations	17	70.8%	12	50%
TRAX Red Line (Daybreak/University): 24 stations	16	66.7%	14	58.3%
TRAX Green Line (West Valley to Airport): 18 stations	14	77.7%	16	88.8%
S-Line Streetcar : 7 stops	4	57.1%	7	100%
FrontRunner Commuter Rail : 16 stations	10	62.5%	9	56.3%

Conclusion: UTA finds no negative disparate impact in the distribution of rail stations and amenities.

F. Vehicle Assignment Guidelines

According to FTA's Title VI Circular, "Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system." FTA requires transit providers to monitor vehicle assignment not less than every three years. Transit providers shall select a sample of minority and non-minority routes. The sample shall include routes that provide service to predominantly minority areas and non-minority areas.

The guidelines that UTA uses in assigning vehicles to routes are as follows. The quantity of buses in each Business Unit is determined by the demand, which is the peak pull-out for the calendar year. The Planning Department from each Business Unit generates information regarding routes and schedules that is cut into runs and blocks for Operators to work. This information is shared with the respective Business Units' Maintenance Departments. Buses are assigned within a service area according to the characteristics of the service, such as canyon, commuter express, shuttle or regular transit bus service, passenger loads, and topography of the service area. Specially equipped canyon buses have different specifications than buses that operate in regular transit service in the valley.

Each Maintenance Department determines vehicle assignment based on criteria stipulated by the planners and operational characteristics as to what type of equipment is required for each route or schedule. The vehicle type that can accommodate the runs and blocks is entered into the Fleet Control Signout database software program. Also, the status of buses that are out for repair, body work, or temporarily out of service is updated in the database. Vehicles are assigned on a daily basis through a Signout Sheet. All-day blocks (runs that are out around 16 hours or more) are typically assigned the same type of bus each day. Any remaining buses are assigned to tripped blocks (buses sent out during overloads or blocks that are less than 8 hours in duration). Once the signout sheet is generated, the signout is sent to Operations Dispatch for Operator assignment.

Monitoring for Vehicle Assignment Guidelines

To monitor the effectiveness of UTA's vehicle assignment guidelines, twelve normal service days were randomly chosen during 2015, one for each month of the year. The model year of the busses assigned to the sample of routes was evaluated for the selected dates.

1. Tuesday, January 13, 2015
2. Monday, February 9, 2015
3. Saturday, March 21, 2015
4. Wednesday, April 22, 2015
5. Wednesday, May 20, 2015
6. Monday, June 22, 2015
7. Thursday, July 2, 2015
8. Wednesday, August 26, 2015
9. Thursday, September 10, 2015
10. Friday, October 23, 2015
11. Friday, November 20, 2015
12. Tuesday, December 15, 2015

Average Year of Vehicles Assigned on Sample Routes, By Day for 2015

Route:	1/13	2/9	3/21	4/22	5/20	6/22	7/2	8/26	9/10	10/23	11/20	12/15	Overall Average
17	2008.8	2009.8	N/A	2005.7	2008	2005.7	2007	2008.7	2008.9	2008	2007.2	2011.2	2008.1
35	2006.8	2008.5	2009.2	2007.7	2007.1	2007.4	2006.8	2006.4	2007.7	2008.4	2009.5	2009.5	2007.9
62	2008.2	2008.5	2011	2004.8	2008.3	2005.8	2009.7	2008.3	2007	2007.8	2008.3	2008.3	2008.0
223	N/A	2012	N/A	2011	2011	2011	2011	2011	2011	2013	2013	2012	2011.6
451	2006.8	2006.8	N/A	2006.7	2007	2007	2007	2007.0	2007	2007	2007	2007	2006.9
516	2010.7	2010.5	2009.8	2010.4	2010.3	2010.2	2010.9	2008.8	2011	2009.5	2008.6	2009.9	2010.0
526	2005.5	2006.5	N/A	2005	2005	2005.0	2007.5	2007.5	2005	2005	2008.5	2005	2006.0
604	2004	2002.3	2013	2009.5	2011.5	2010.0	2010.0	2011.3	2010.3	2010.3	2014	2010.3	2009.7
616	2008.7	2005.8	N/A	2008.7	2004.3	2007.0	2002.3	2007.3	2000.5	2005.7	2005.3	2011.3	2006.1
830	2010	2009.9	2010	2010.1	2010	2009.9	2010.1	2010	2010	2009.9	2010	2010	2010.0
863	2006.5	2004	N/A	2009	2009	2009.0	2009	2009	2009	2009	2006.5	2009.0	2008.1
Overall Avg	2007.6	2007.7	2010.6	2008.0	2008.3	2008.0	2008.3	2008.7	2007.9	2008.5	2008.9	2009.4	2008.5
Non Min Avg	2007.1	2006.2	2011.3	2007.7	2007.9	2007.7	2007.9	2008.6	2007.0	2007.8	2008.5	2008.7	2008.0
Min Avg	2008.8	2009.6	2009.5	2007.9	2008.5	2007.7	2008.2	2008.0	2009.2	2008.6	2008.4	2010.2	2008.7
Non LI Avg	2006.8	2006.3	2011.0	2006.3	2007.4	2006.6	2008.7	2008.3	2007.0	2007.3	2007.8	2007.4	2007.6
LI Avg	2008.0	2008.2	2010.5	2008.7	2008.7	2008.5	2008.1	2008.8	2008.3	2009.0	2009.3	2010.1	2008.8

Green = minority route

Orange = low-income route (includes **Green** also, as all minority routes are also low-income)

When comparing the overall average age of the busses assigned to minority routes (2008.7) with those assigned to non-minority routes (2008.0), the minority route busses were newer. The same is true when comparing the overall average age of the busses assigned to low-income routes (2008.8) with those assigned to non-low-income routes (2007.6).

Conclusion: There is no disparate impact due to the ages of the vehicles assigned on minority and low-income routes.

9) Demographic and Service Profile Maps And Charts

Census block group data from the U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates was analyzed to determine the minority and low-income population for UTA's service area.

Minority Data

Below is the demographic data from the survey showing the minority populations in each of the counties in UTA's service area, and the overall minority population that UTA uses to define "minority areas".

	Box Elder County	%	Davis County	%	Salt Lake County	%	Tooele County	%	Utah County	%	Weber County	%	Total	%
Total:	50,613	100%	317,646	100%	1,063,670	100%	59,973	100%	540,425	100%	236,307	100%	2,268,634	100%
White	44,433	87.8%	270,481	85.2%	778,880	73.2%	50,294	83.9%	452,033	83.6%	183,240	77.5%	1,779,361	78.4%
African American	143	0.3%	3,650	1.1%	16,113	1.5%	495	0.8%	2,926	0.5%	2,576	1.1%	25,903	1.1%
American Indian and Alaska Native	437	0.9%	967	0.3%	7,011	0.7%	655	1.1%	2,398	0.4%	1,492	0.6%	12,960	0.6%
Asian	407	0.8%	5,804	1.8%	37,167	3.5%	513	0.9%	7,425	1.4%	2,716	1.1%	54,032	2.4%
Native Hawaiian and Pacific Islander	68	0.1%	1,936	0.6%	16,293	1.5%	217	0.4%	4,159	0.8%	525	0.2%	23,198	1.0%
Some other race	3	0.0%	284	0.1%	2,106	0.2%	88	0.1%	1,097	0.2%	193	0.1%	3,771	0.2%
Two or more races	711	1.4%	6,653	2.1%	20,322	1.9%	656	1.1%	11,011	2.0%	4,834	2.0%	44,187	1.9%
Hispanic	4,411	8.7%	27,871	8.8%	185,778	17.5%	7,052	11.8%	59,376	11.0%	40,731	17.2%	325,219	14.3%
Total Minority	6,180	12.2%	47,165	14.8%	284,790	26.8%	9,676	16.1%	88,392	16.4%	53,067	22.5%	489,270	21.6%

Based on this data, UTA has set **22%** as the average minority population in the service area.

Low-Income Data

From the US Census Bureau 2010-2014 survey, the average household size in UTA's service area is three persons. From the Department of Health and Human Services 2015 Poverty Guidelines for the 48 Contiguous States and the District of Columbia, the poverty level for persons in a family/household of three is \$20,090. Following the guideline that the low-income level is 150% of the poverty level, the cutoff for low-income is \$30,135. UTA used the US Census Bureau ACS survey's household income range of \$20,000 - \$30,000 and lower to make low-income determinations.

Based on the survey data, UTA found that **22%** is also the average percentage of low-income households in the service area. Therefore we have identified block groups with 22% or greater households that meet the criteria as "low income" and use those for the analysis.

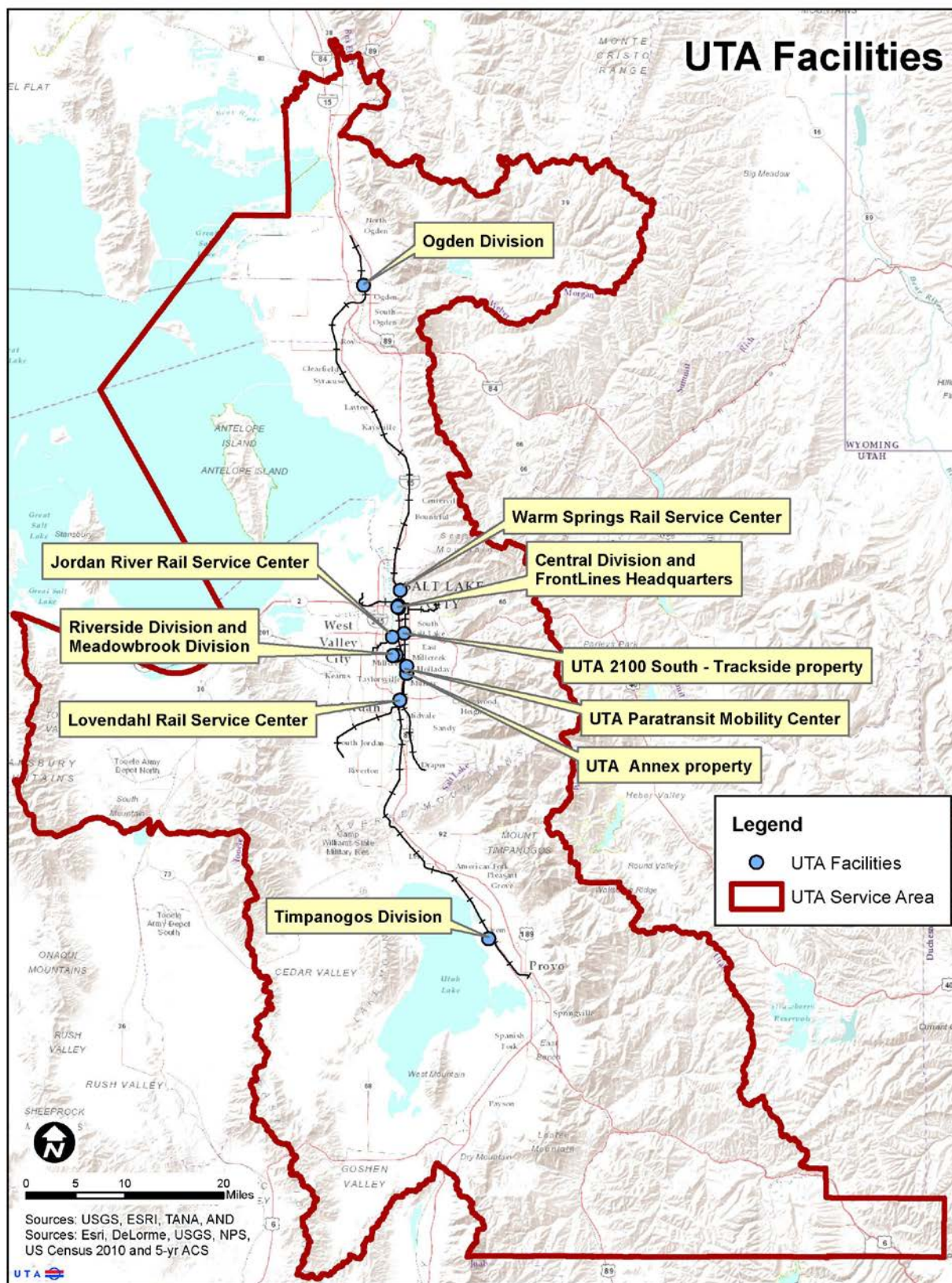
Service Area Maps

The following section shows UTA's service area maps, first by minorities and next by percentage of households below the low-income level, each by census block group. Routes are overlaid on the census block group maps to analyze how UTA's service covers the Title VI communities served in each urbanized area.

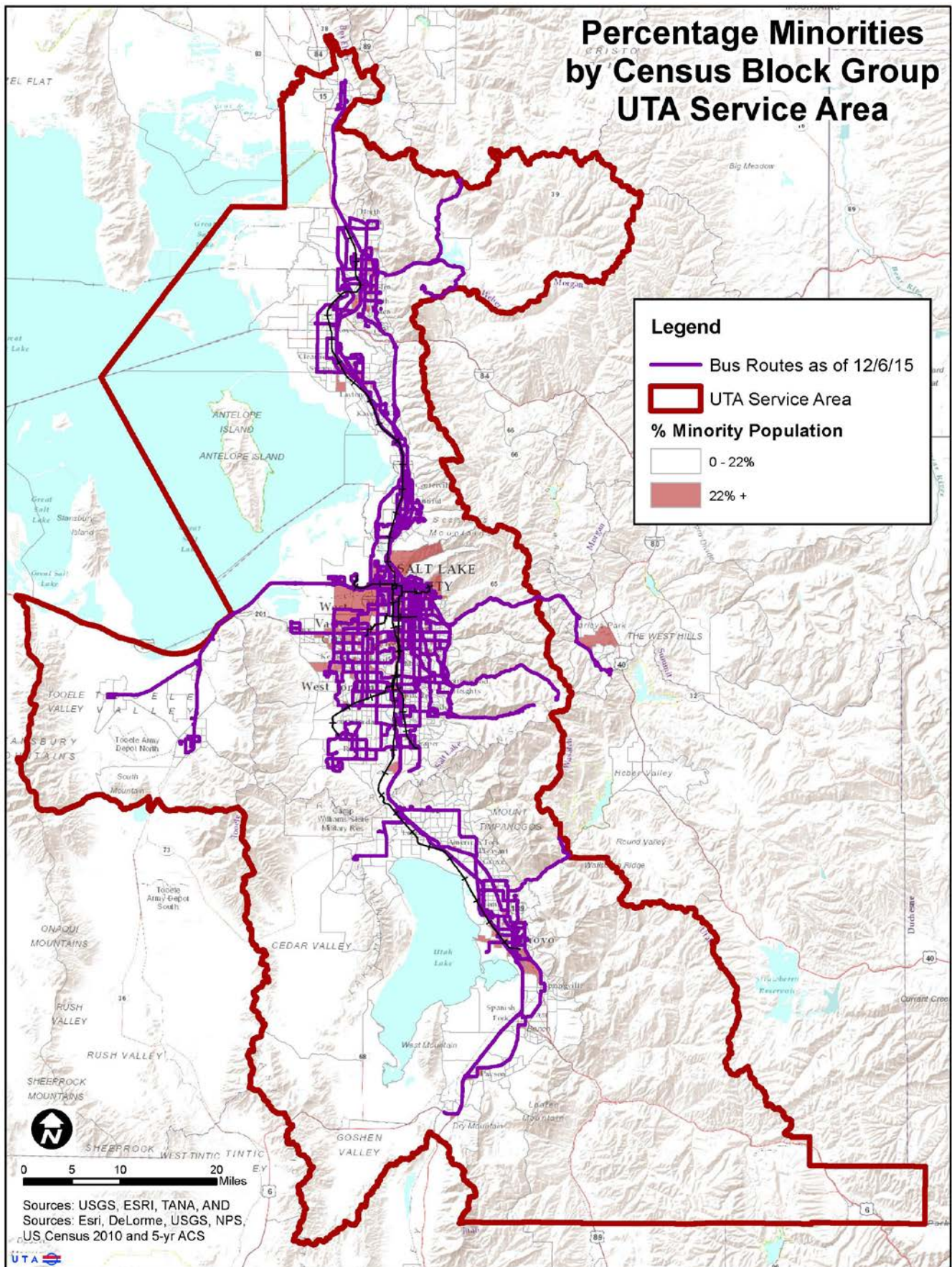
Maps and lists are arranged in the following order.

- 1) Map of UTA facilities
- 2) Map of Percentage of Minorities by Census Block Group – UTA Service Area
- 3) Map of Percentage of Households Below Low-Income Level by Census Block Group– UTA Service Area
- 4) Map of Percentage of Minorities: Salt Lake – West Valley City Urbanized Area
- 5) Map of Percentage of Households Below Low-Income Level: Salt Lake – West Valley City Urbanized Area
- 6) Map of Percentage of Minorities: Ogden-Layton Urbanized Area
- 7) Map of Percentage of Households Below Low-Income Level: Ogden-Layton Urbanized Area
- 8) Map of Percentage of Minorities: Provo-Orem Urbanized Area
- 9) Map of Percentage of Households Below Low-Income Level: Provo-Orem Urbanized Area
- 10) Map of Major Employers within UTA Service Area 2015, by % Minorities
- 11) Map of Major Employers within UTA Service Area 2015, by % Below Low-Income Level
- 12) List of Major Employers within UTA Service Area 2015
- 13) Map of High Schools and Universities within UTA Service Area 2015, by % Minorities
- 14) Map of High Schools and Universities within UTA Service Area 2015, by % Below Low-Income Level
- 15) List of Schools within UTA Service Area 2015
- 16) Map of Hospitals within UTA Service Area 2015, by % Minorities
- 17) Map of Hospitals within UTA Service Area 2015, by % Below Low-Income Level
- 18) List of Hospitals within UTA Service Area 2015

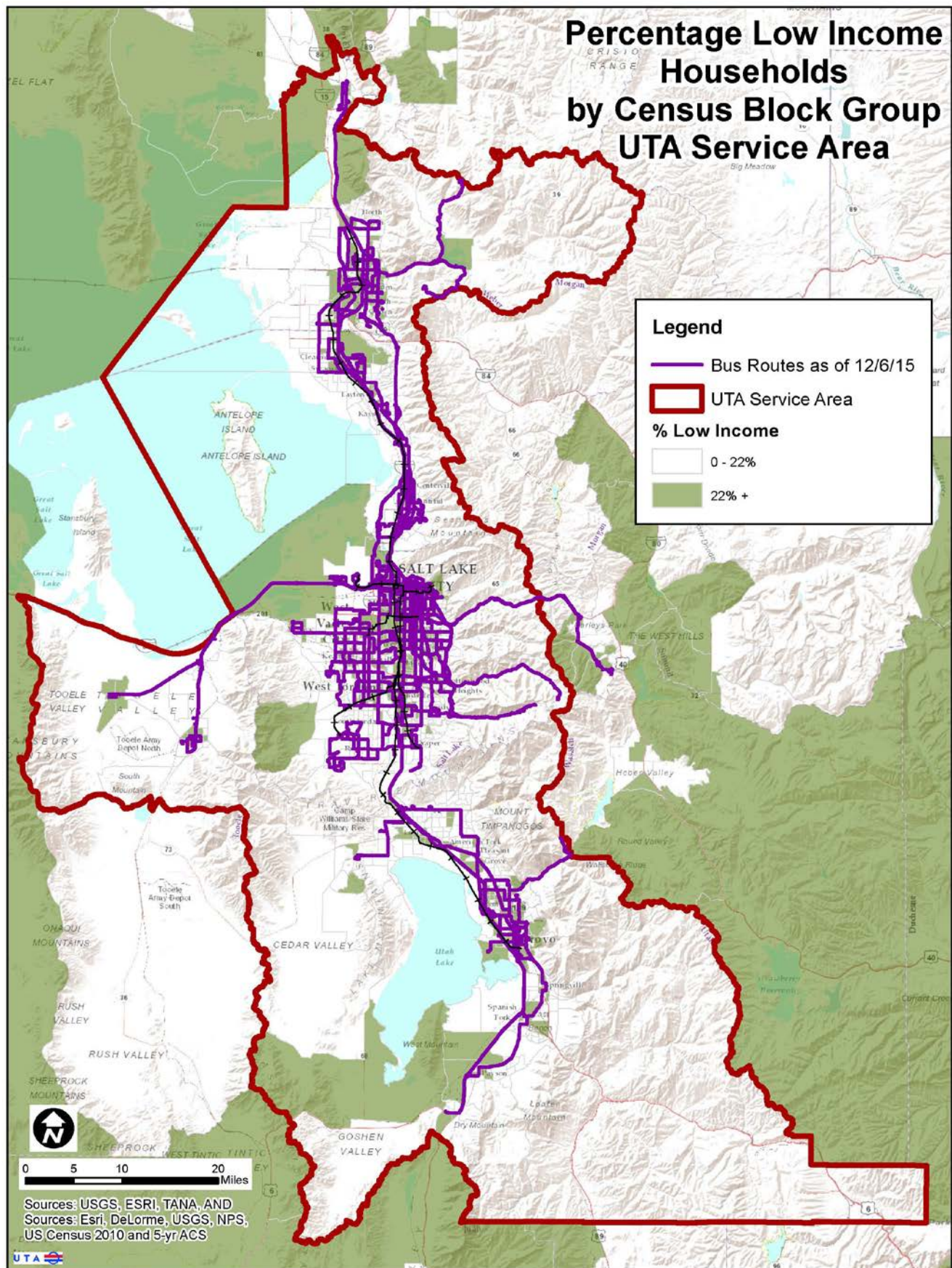
1) Map of UTA Facilities



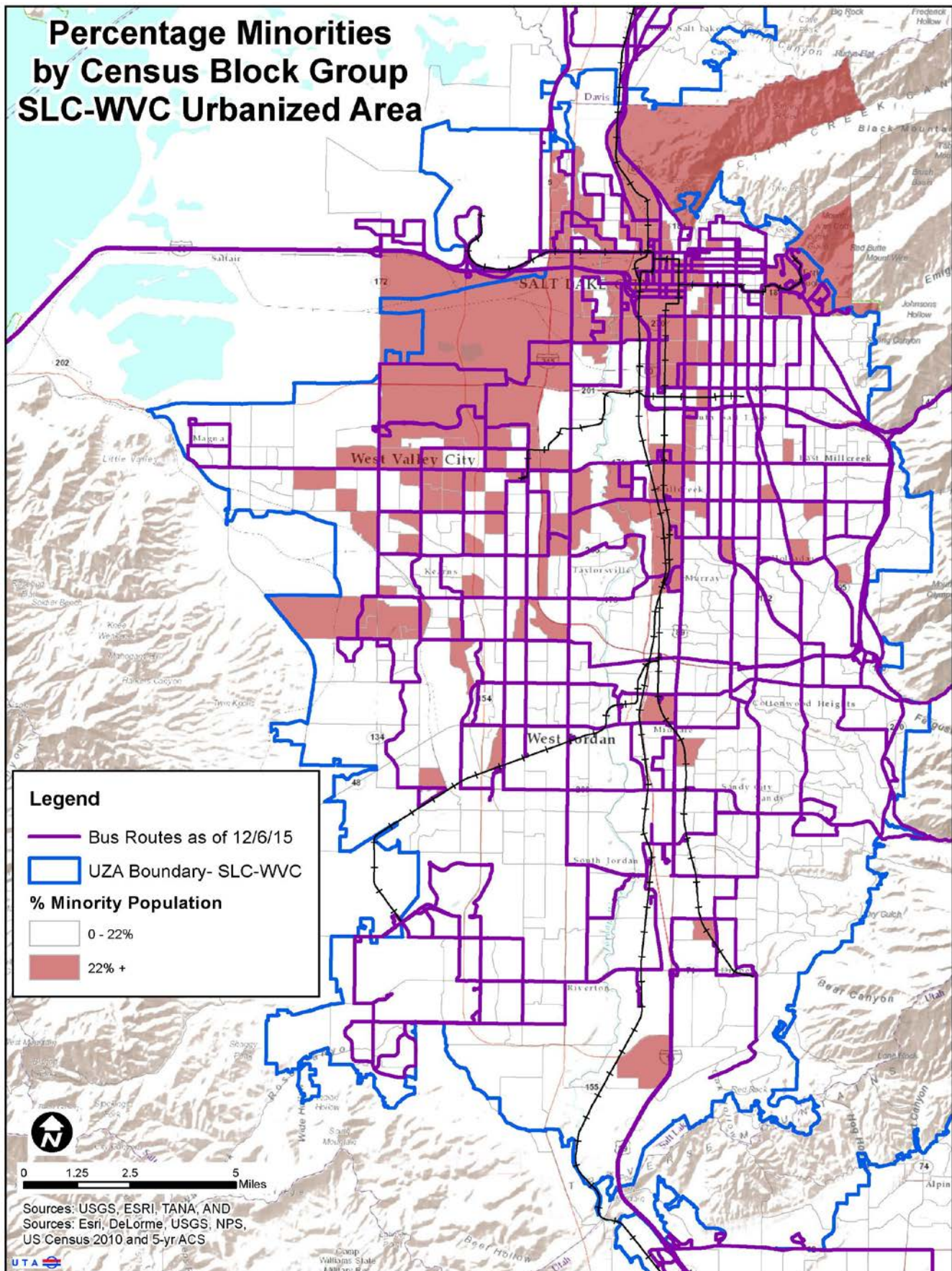
2) Map of Percentage of Minorities by Census Block Group – UTA Service Area



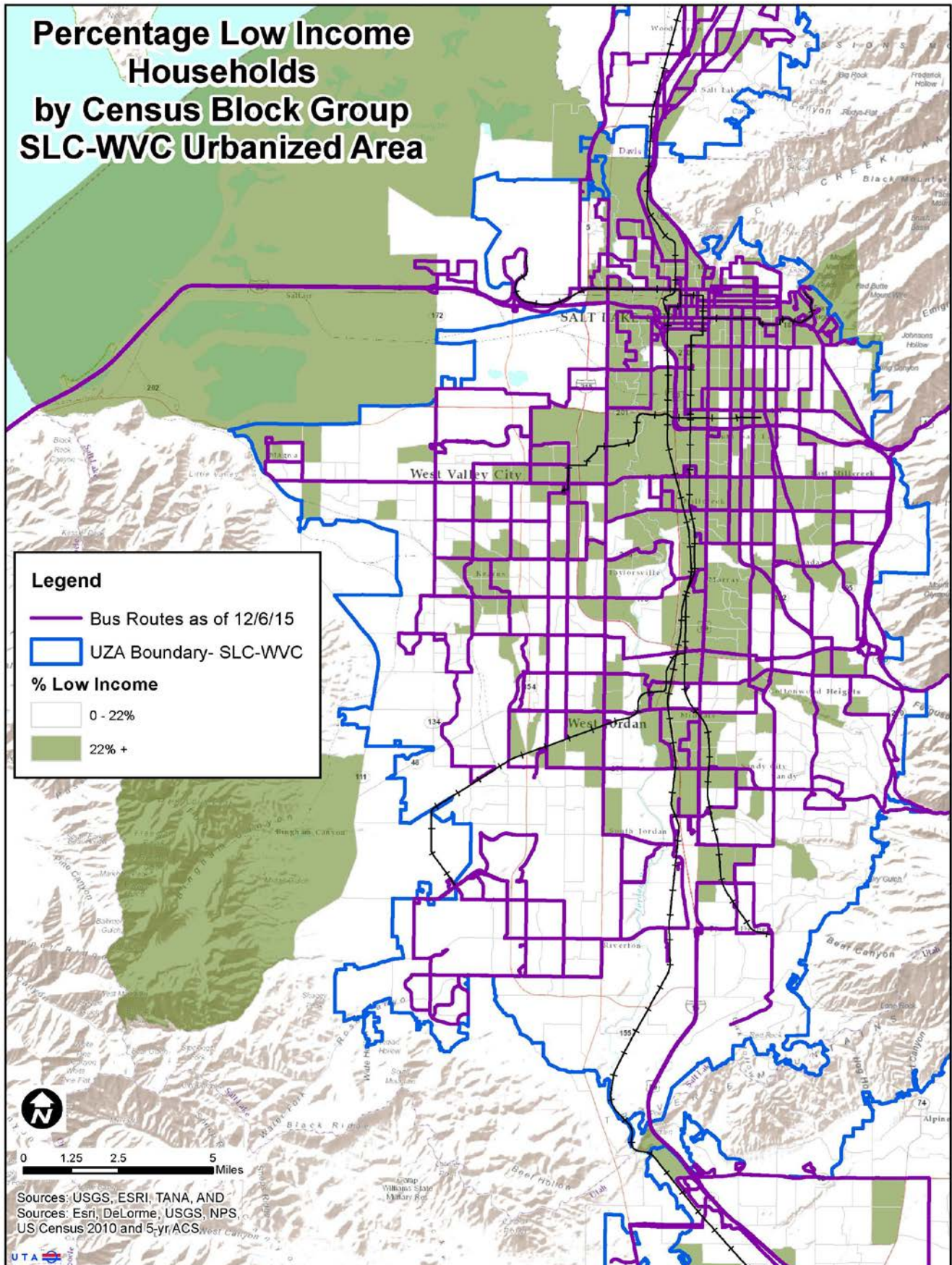
3) Map of Percentage of Low-Income Households by Census Block Group



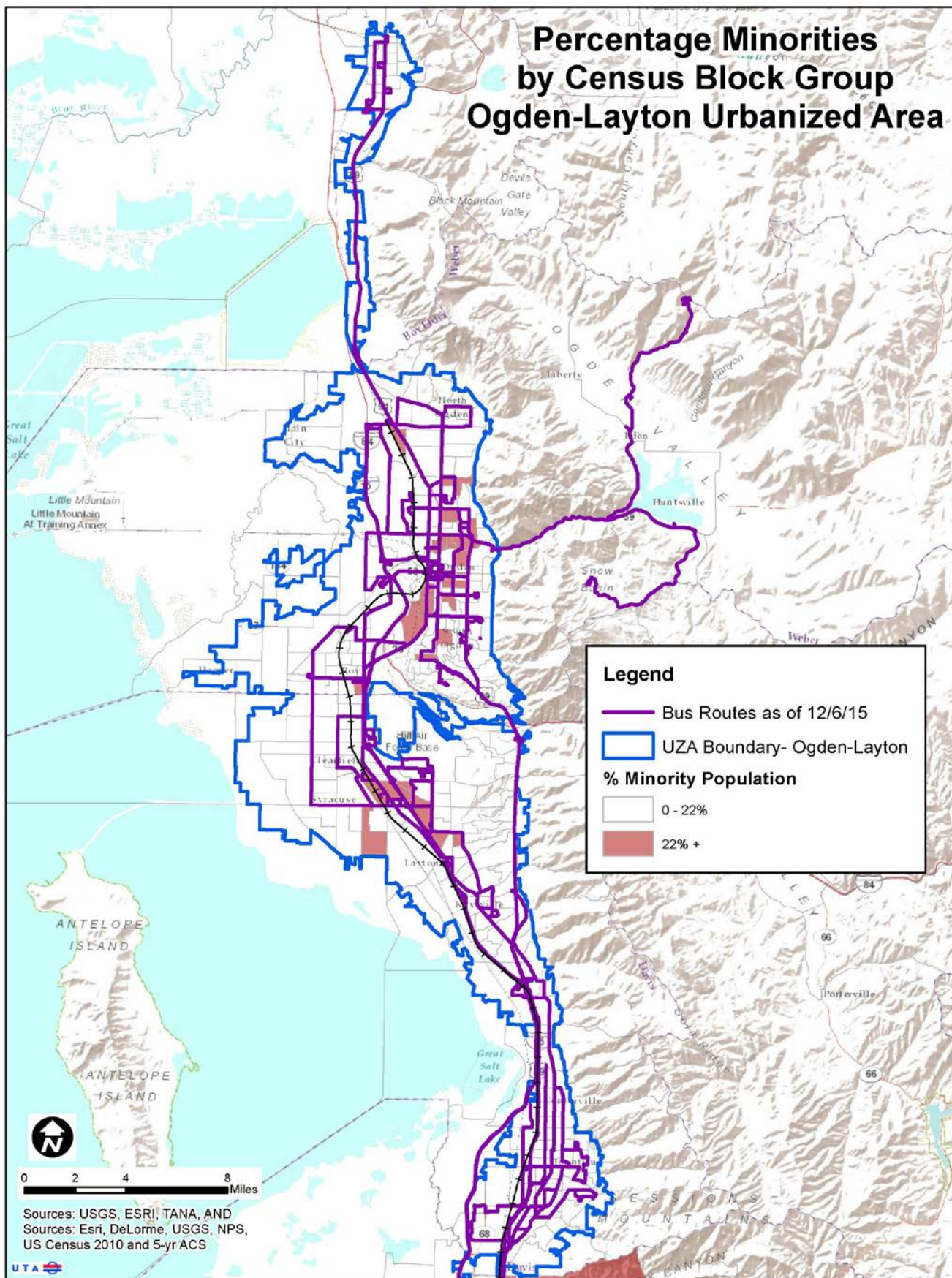
4) Map of Percentage of Minorities by Census Block Group: Salt Lake – West Valley City Urbanized Area



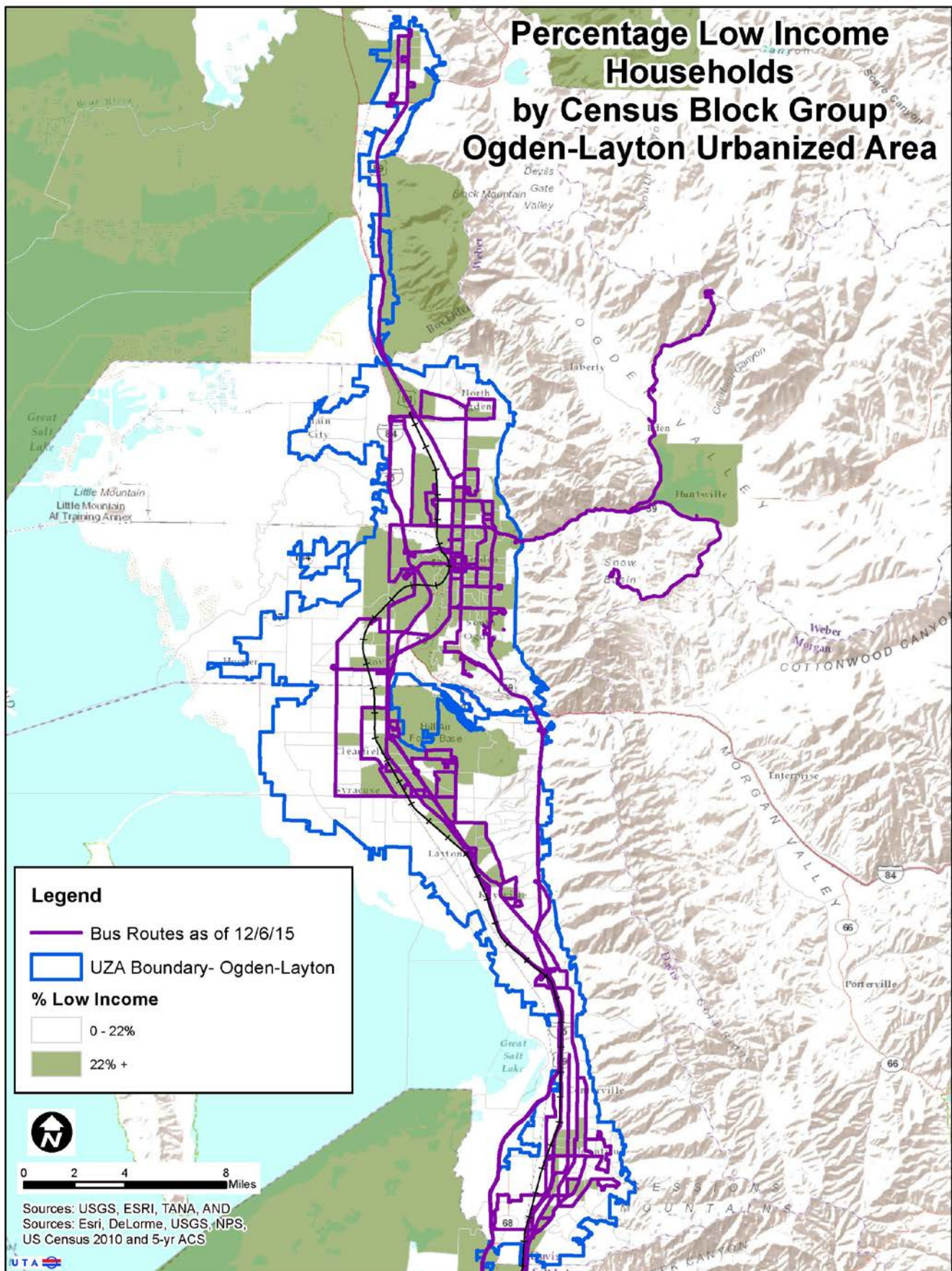
5) *Map of Percentage of Households Below Low-Income Level: Salt Lake – West Valley City Urbanized Area*



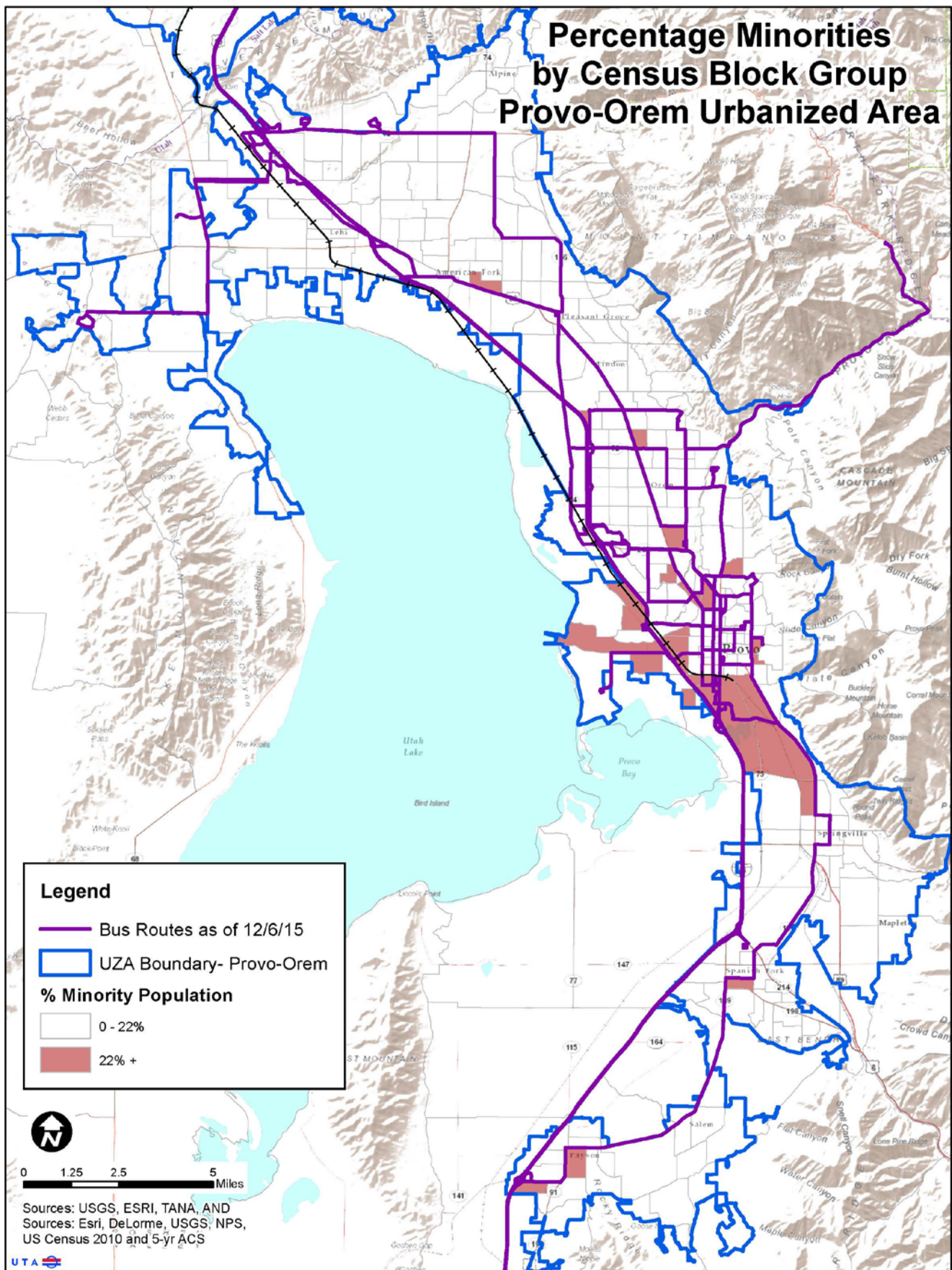
6) Map of Percentage of Minorities: Ogden-Layton Urbanized Area



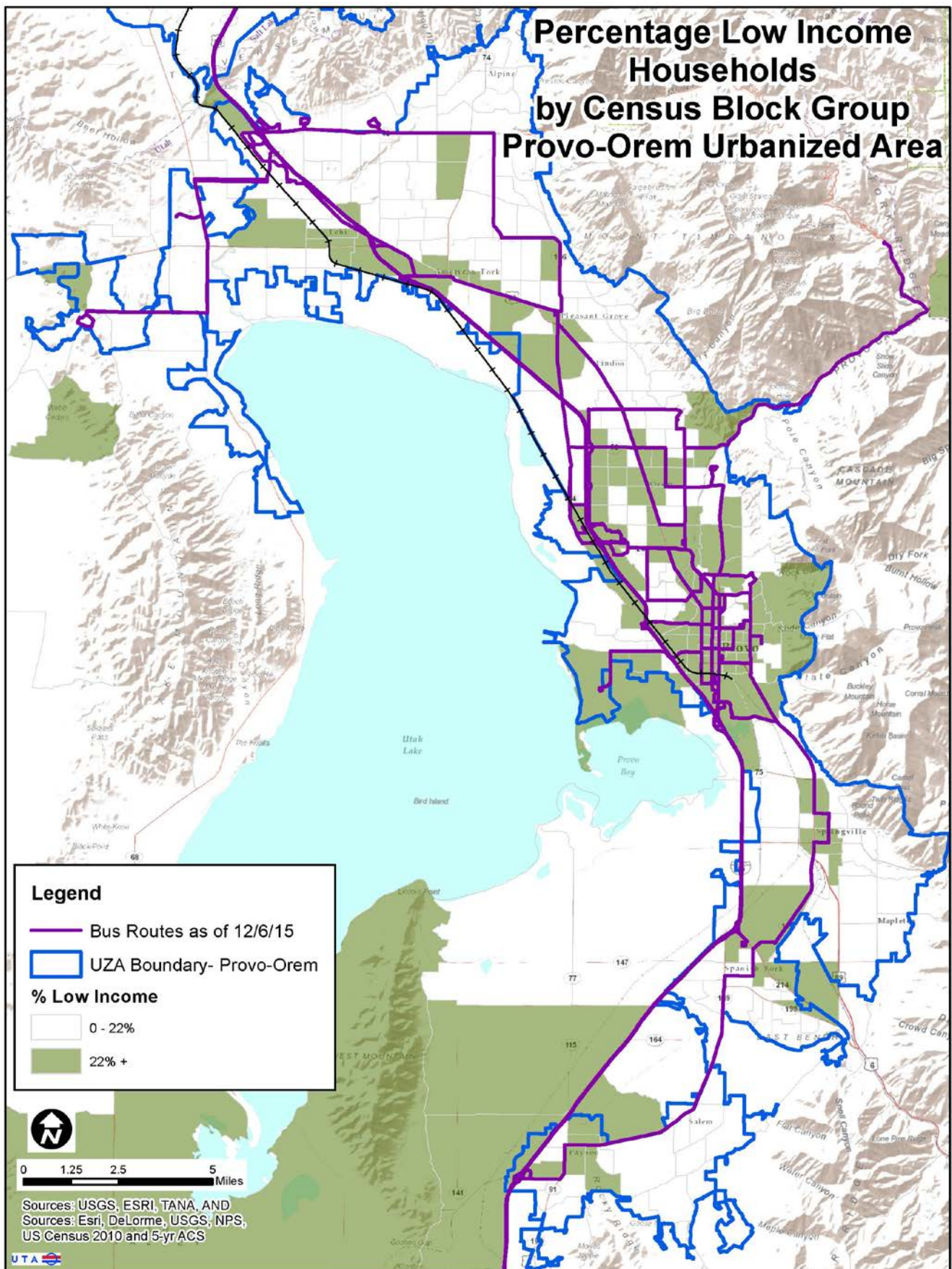
7) Map of Percentage of Households Below Low-Income Level: Ogden-Layton Urbanized Area



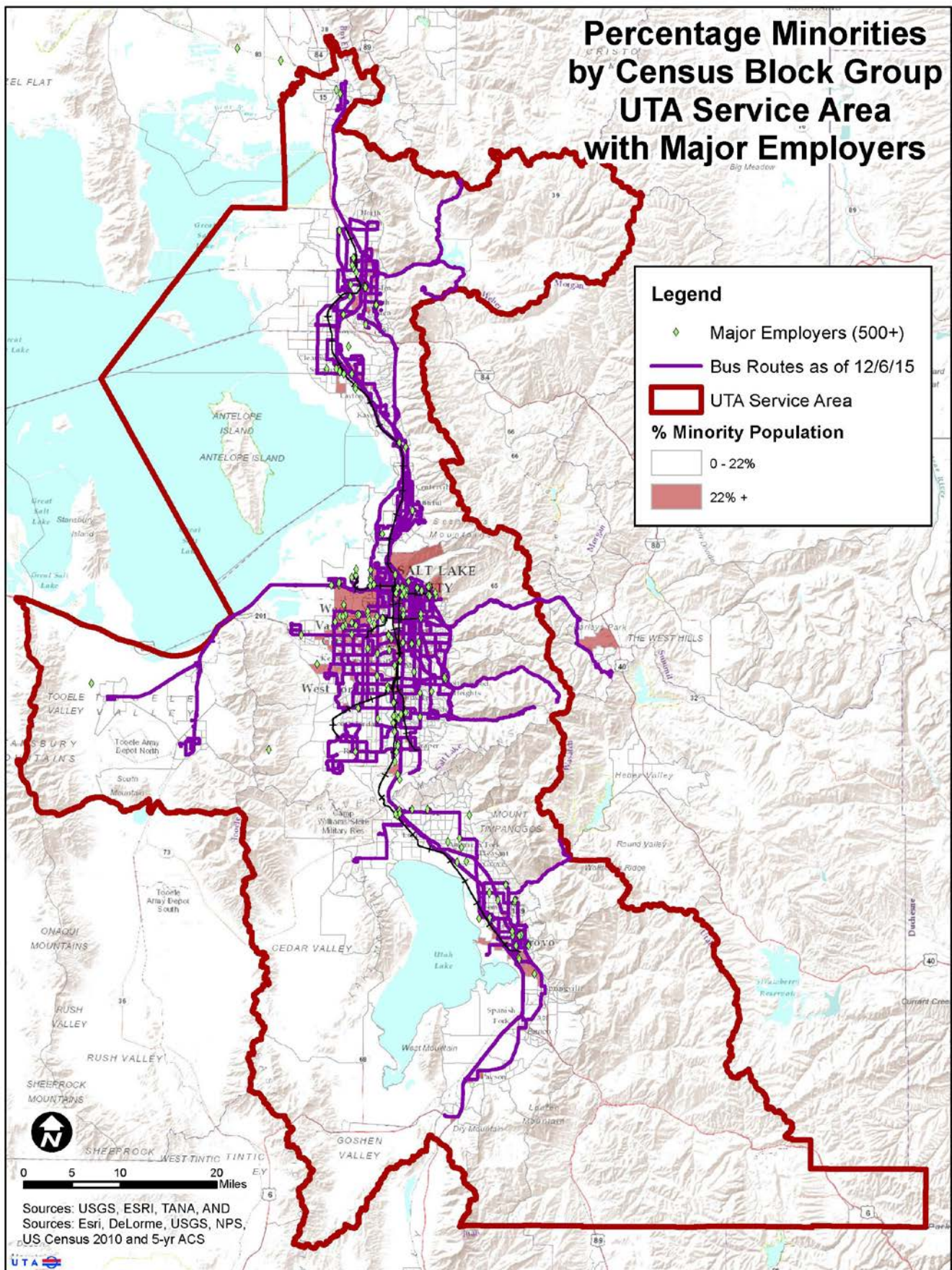
8) Map of Percentage of Minorities: Provo-Orem Urbanized Area



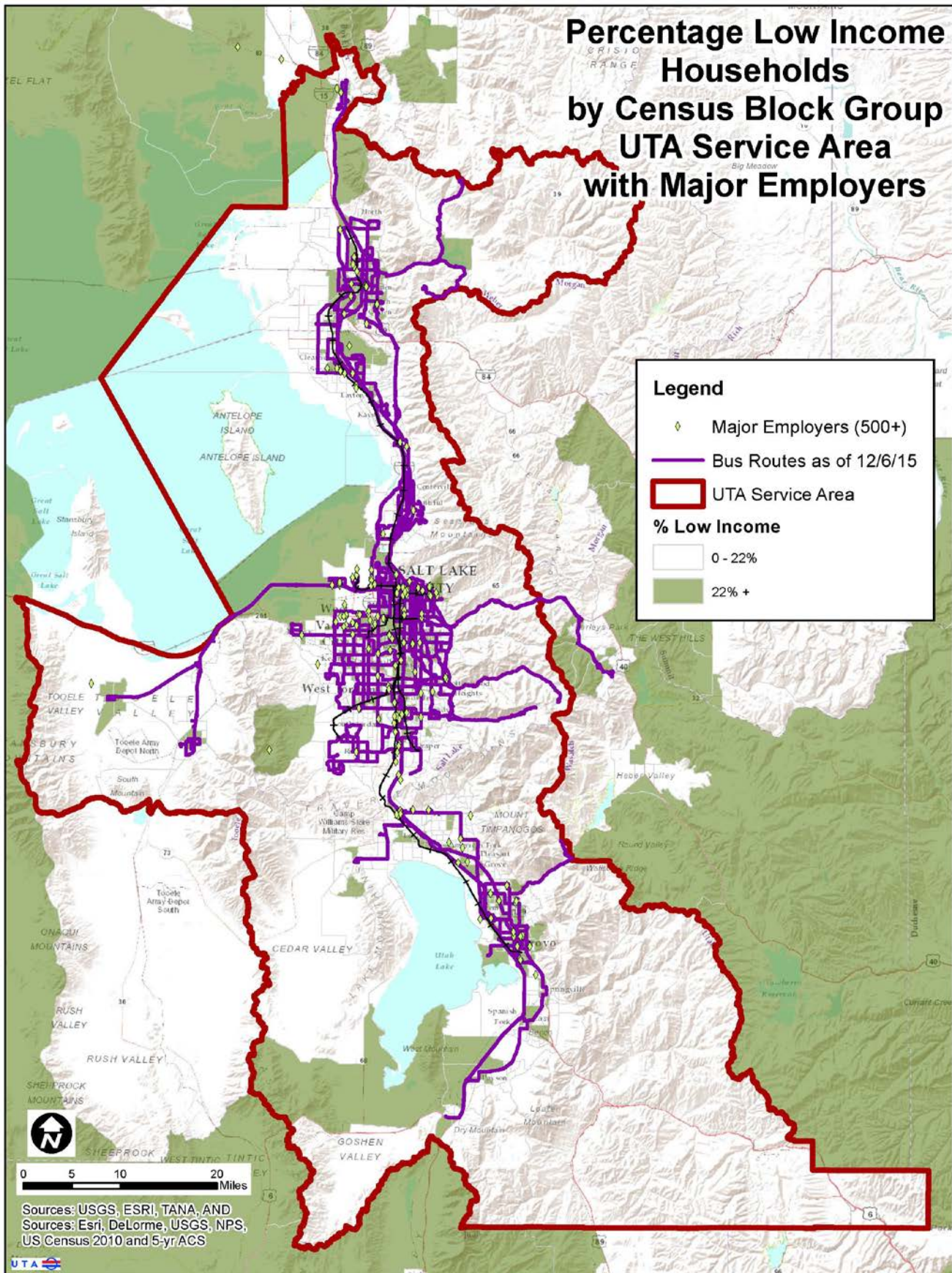
9) Map of Percentage of Households Below Low-Income Level: Provo-Orem Urbanized Area



10) Map of Major Employers within UTA Service Area 2015, by % Minorities



11) Map of Major Employers within UTA Service Area 2015, by % Low-Income



12) Major Employers by County in UTA Service Area (500+ Employees)

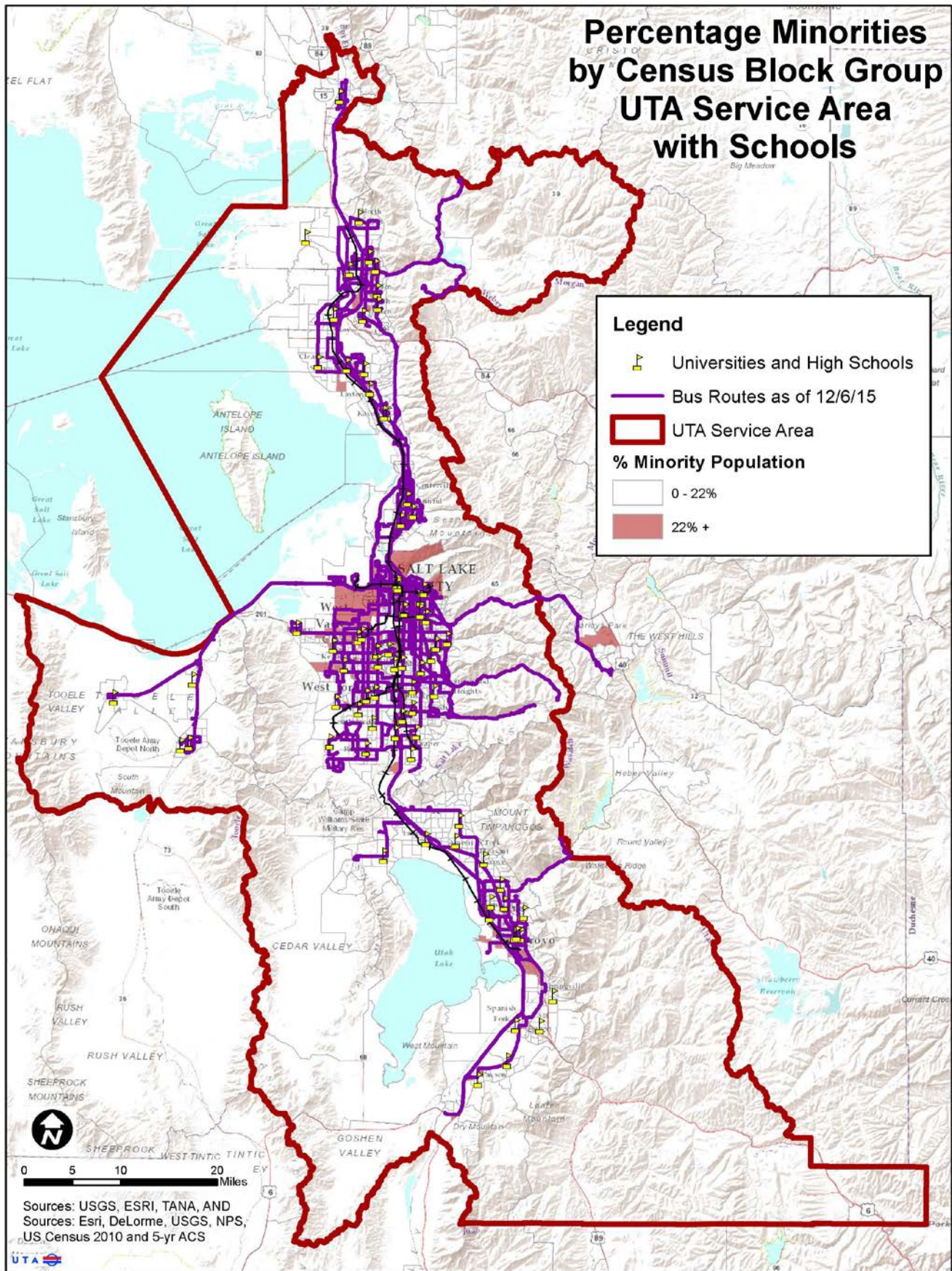
No.	Company Name	Address	City	Zip	County	Employees
1	AUTOLIV	250 AMERICAN WAY	BRIGHAM CITY	843024195	Box Elder	1000-1999
2	THIOKOL CORP - PROPULSION	9160 N HWY 83	PROMONTORY	84307	Box Elder	500-999
3	WAL MART	5400 W HWY 83	CORINNE	84307	Box Elder	500-999
4	WEST LIBERTY FOODS, L.L.C.	705 N 2000 W	TREMONTON	843376752	Box Elder	500-999
5	WORKFORCE STAFFING SERVICE	31 S 600 W	BRIGHAM CITY	84302	Box Elder	500-999
6	AIR FORCE MATERIEL COMMAND	2849 ABG/HRCFR	CLEARFIELD	84056	Davis	10000-14999
7	LAGOON CORPORATION, INC.	375 LAGOON DR	FARMINGTON	840252554	Davis	1000-1999
8	LIFETIME PRODUCTS INC.	FREEMONT CENTER	CLEARFIELD	84016	Davis	1000-1999
9	UTILITY TRAILER MANUFACTURING	1111 S 1000 W	CLEARFIELD	84015	Davis	1000-1999
10	ALLIANT	1700 S 800 E	CLEARFIELD	840161447	Davis	500-999
11	ATK SPACE SYSTEMS INC	FREEMONT CENTER	CLEARFIELD	84016	Davis	500-999
12	CONAGRA FOODS	215 N 700 W STE A10	OGDEN	844041342	Davis	500-999
13	DAVIS HOSPITAL & MEDICAL CENTER,	1600 W ANTELOPE DR	LAYTON	840411120	Davis	500-999
14	DAVIS SCHOOLS	45 E STATE	FARMINGTON	84025	Davis	500-999
15	DAVIS SCHOOLS-DISTRICT OFFICES	45 EAST STATE	FARMINGTON	84025	Davis	500-999
16	LEXINGTON LAW FIRM	360 N CUTLER DR	NORTH SALT LAKE	84054	Davis	500-999
17	LOGISTICS GIVING RESOURCES, LLC	840 W 24TH ST	OGDEN	84401	Davis	500-999
18	MAY TRUCKING COMPANY	781 N ANGEL	LAYTON	84041	Davis	500-999
19	PROGREXION TELESERVICES, INC.	330 CUTLER DR	NORTH SALT LAKE	84054	Davis	500-999
20	SMITHS DISTRIBUTION CENTER	500 N SUGAR	LAYTON	84041	Davis	500-999
21	SOUTH DAVIS COMMUNITY HOSPITAL	401 S 400 E	BOUNTIFUL	840104933	Davis	500-999
22	INTERMOUNTAIN MEDICAL CNTR	5121 S COTTONWOOD ST	MURRAY	84107	Salt Lake	5000-6999
23	SALT LAKE COUNTY	2001 S STATE #N3300	SALT LAKE CITY	841901100	Salt Lake	5000-6999
24	UNIVERSITY HOSPITAL	50 N MEDICAL DR	SALT LAKE CITY	84132	Salt Lake	5000-6999
25	UNIVERSITY OF UTAH	1450 E 200 S	SALT LAKE CITY	84112	Salt Lake	4000-4999
26	DISCOVER PRODUCTS INC.	2500 LAKE PARK BLVD	SALT LAKE CITY	84120	Salt Lake	3000-3999
27	L-3 COMMUNICATIONS CORPORATION	640 N 2200 W	SALT LAKE CITY	84116	Salt Lake	3000-3999
28	PRIMARY CHILDRENS MED CENTER	100 N MEDICAL DR	SALT LAKE CITY	84113	Salt Lake	3000-3999
29	ASSOCIATED REG & UNIV PATHOLO	500 CHIPETA WAY	SALT LAKE CITY	841081221	Salt Lake	2000-2999
30	C.R. ENGLAND, INC.	4701 W 2100 S	SALT LAKE CITY	841201223	Salt Lake	2000-2999
31	DELTA AIRLINES	SL INTERNATIONAL AIRPORT	SALT LAKE CITY	84116	Salt Lake	2000-2999
32	JETBLUE AIRWAYS CORPORATION	6322 S 3000 E	SALT LAKE CITY	841216922	Salt Lake	2000-2999
33	VA SALT LAKE CITY HEALTH CARE SYS	500 FOOTHILL DR	SALT LAKE CITY	84148	Salt Lake	2000-2999
34	ALORICA INC.	8285 W 3500 S	MAGNA	840441851	Salt Lake	1000-1999
35	C3/CUSTOMERCONTACTCHANNELS,	5215 WILEY POST WAY STE 200	SALT LAKE CITY	841163274	Salt Lake	1000-1999
36	CLEARLINK TECHNOLOGIES PAYROLL,	5202 W DOUGLAS CORRIGAN	SALT LAKE CITY	84116	Salt Lake	1000-1999
37	CONVERGYS CM DELAWARE LLC	860 W LEVOY DR	SALT LAKE CITY	84123	Salt Lake	1000-1999
38	EBAY INC.	170 W ELECTION RD	DRAPER	84020	Salt Lake	1000-1999
39	EXTEND HEALTH, INC.	10975 S STERLING VIEW DR STE	SOUTH JORDAN	84095	Salt Lake	1000-1999
40	FIDELITY BROKERAGE SERVICES LLC	279 W SOUTH TEMPLE	SALT LAKE CITY	84101	Salt Lake	1000-1999
41	GOLDMAN SACHS AND CO	2100 E BENGAL BLVD	SALT LAKE CITY	84121	Salt Lake	1000-1999
42	LAKE PARK CAMPUS	4646 W LAKE PARK BLVD	WEST VALLEY CITY	84120	Salt Lake	1000-1999
43	LDS HOSPITAL	325 8TH AVE	SALT LAKE CITY	841430001	Salt Lake	1000-1999
44	MERIT MEDICAL SYSTEMS, INC.	1600 W MERIT PKY	SOUTH JORDAN	84095	Salt Lake	1000-1999
45	OVERSTOCK COM INC	6350 S 3800 E	SALT LAKE CITY	841216931	Salt Lake	1000-1999
46	PREMIER EMPLOYEE SOLUTIONS LLC	3665 W 1987 S	SALT LAKE CITY	841045122	Salt Lake	1000-1999
47	SALT LAKE COMMUNITY COLLEGE	4600 S REDWOOD RD SALT	SALT LAKE CITY	84119	Salt Lake	1000-1999
48	SELECTHEALTH, INC	5381 GREEN ST	SALT LAKE CITY	841238212	Salt Lake	1000-1999
49	SKYWEST AIRLINES INC	SLC AIRPORT/TERMINAL 2 S	SALT LAKE CITY	84113	Salt Lake	1000-1999
50	SNOWBIRD OPERATIONS LLC	3165 E MILLROCK DR STE 150	SALT LAKE CITY	841215571	Salt Lake	1000-1999
51	ST MARKS HOSPITAL	1200 E 3900 S	SALT LAKE CITY	84124	Salt Lake	1000-1999

No.	Company Name	Address	City	Zip	County	Employees
52	SUTTER CONNECT LLC	5225 WILEY POST WAY STE 250	SALT LAKE CITY	841162898	Salt Lake	1000-1999
53	ULTRADENT PRODUCTS, INC.	505 W 10200 S	SOUTH JORDAN	840653935	Salt Lake	1000-1999
54	UNITED PARCEL SERVICE	2040 PARKWAY BLVD	SALT LAKE CITY	84119	Salt Lake	1000-1999
55	US POSTAL SERVICE	1275 S 4800 W S	SALT LAKE CITY	841044440	Salt Lake	1000-1999
56	UTAH STATE PRISON	14000 SOUTH STATE	DRAPER	84020	Salt Lake	1000-1999
57	WELLS FARGO BANK N A	5201 AMELIA EARHART DR	SALT LAKE CITY	84116	Salt Lake	1000-1999
58	WESTERN GOVERNORS UNIVERSITY	4001 S 700 E STE 700 S	SALT LAKE CITY	841072533	Salt Lake	1000-1999
59	6 CONTINENTS HOTELS INC	1275 W 2240TH S	WEST VALLEY CITY	84119	Salt Lake	500-999
60	ADECCO USA, INC.	200 W CIVIC CENTER DR STE	SANDY	840704281	Salt Lake	500-999
61	ALTA VIEW HOSPITAL	9660 S 1300 E	SANDY	84094	Salt Lake	500-999
62	AMERICAN EXPRESS TRAVEL RS	4315 S 2700 W	SALT LAKE CITY	84184	Salt Lake	500-999
63	ATTEN DAVID WARNOCH	3365 S 900 W #121	SALT LAKE CITY	841194101	Salt Lake	500-999
64	BECTON DICKINSON AND CO	9450 S STATE ST	SANDY	84070	Salt Lake	500-999
65	BIG-D CORPORATION	404 W 400 S	SALT LAKE CITY	84101	Salt Lake	500-999
66	CACHE VALLEY ELECTRIC	2345 S SOUTH JOHN HENRY DR	SALT LAKE CITY	84119	Salt Lake	500-999
67	CANYONS TRANSITION ACADEMY	9361 SOUTH 300 EAST	SANDY	84070	Salt Lake	500-999
68	CELLCO PTNSHP	2777 S CORPORATE PARK DR	WEST VALLEY CITY	84120	Salt Lake	500-999
69	CENTER FOR EXCELLENCE IN HIGHER	4021 S 700 E #400	SALT LAKE CITY	84107	Salt Lake	500-999
70	CHG COMPANIES, INC.	4021 S 700 E #300	SALT LAKE CITY	84107	Salt Lake	500-999
71	CITY AND COUNTY BLDG	451 S STATE ST	SALT LAKE CITY	841113104	Salt Lake	500-999
72	COMCAST CABLEVISION OF WILLOW	9602 S 300 W	SANDY	84070	Salt Lake	500-999
73	CONNEXION POINT, LLC	3949 S 700 E STE 450	SALT LAKE CITY	841072443	Salt Lake	500-999
74	CORPORATE CONNECTION	9665 S 500 W STE 109	SANDY	840702558	Salt Lake	500-999
75	DELTA AIRLINES RESERVATIONS	3842 W 1200 N	SALT LAKE CITY	84122	Salt Lake	500-999
76	DEPARTMENT OF TRANSPORTATION	2010 S 2760 W	SALT LAKE CITY	841044592	Salt Lake	500-999
77	EDWARDS LIFESCIENCES LLC	12050 LONE PEAK PKWY	DRAPER	840209414	Salt Lake	500-999
78	ENERGY SOLUTIONS ARENA	301 W SOUTH TEMPLE	SALT LAKE CITY	841011216	Salt Lake	500-999
79	FLSMIDTH CENTRY	7158 S FL SMIDTH DR	MIDVALE	840475559	Salt Lake	500-999
80	GENERAL DYNAMICS	8475 S SANDY PKWY	SANDY	84070	Salt Lake	500-999
81	GRANDE AMERICA HOTEL	555 S MAIN	SALT LAKE CITY	841114100	Salt Lake	500-999
82	HEALTHQUITY, INC.	15 W SCENIC POINTE DR STE	DRAPER	84020	Salt Lake	500-999
83	HEXCEL CORPORATION	7200 W 5400 S	SALT LAKE CITY	84118	Salt Lake	500-999
84	IHC HOME CARE	2250 S 1300 W STE 14	SALT LAKE CITY	84119	Salt Lake	500-999
85	IHC SUPPLY CHAIN CENTER	7302 S BINGHAM JUNCTION	MIDVALE	840474804	Salt Lake	500-999
86	INCONTACT, INC.	7730 UNION PARK AVE STE 500	MIDVALE	840474801	Salt Lake	500-999
87	INSTRUCTURE, INC.	6330 S 3000 E STE 700	SALT LAKE CITY	841216552	Salt Lake	500-999
88	INTERMOUNTAIN	111 APOLLO RD	SALT LAKE CITY	841163768	Salt Lake	500-999
89	INTERMOUNTAIN HEALTH CARE	36 S STATE ST 22ND FL	SALT LAKE CITY	84111	Salt Lake	500-999
90	JORDAN VALLEY HOSPITAL LP	3580 W 9000 S	WEST JORDAN	840888812	Salt Lake	500-999
91	JORDAN VALLEY MEDICAL CENTER	3460 PIONEER PKWY	SALT LAKE CITY	841202049	Salt Lake	500-999
92	KENNECOTT UTAH COPPER	MINE #1	BINGHAM	84006	Salt Lake	500-999
93	MYRIAD GENETIC LABORATORIES, INC.	320 WAKARA WAY	SALT LAKE CITY	84108	Salt Lake	500-999
94	NELSON LABORATORIES, INC.	6280 S REDWOOD RD	SALT LAKE CITY	84117	Salt Lake	500-999
95	NETWORK ENABLE	480 N 2200 W	SALT LAKE CITY	841162923	Salt Lake	500-999
96	NORTHROP GRUMMAN	2211 W NORTH TEMPLE	SALT LAKE CITY	84116	Salt Lake	500-999
97	O C TANNER CO	1930 S STATE	SALT LAKE CITY	84115	Salt Lake	500-999
98	O.C. TANNER MANUFACTURING	1930 S STATE ST	SALT LAKE CITY	84115	Salt Lake	500-999
99	PERELSON TEMPORARY STAFFING, LLC	2180 S 1300 E STE 350	SALT LAKE CITY	841064703	Salt Lake	500-999
100	PRIDE TRANSPORT, INCORPORATED	5499 W 2455 S	SALT LAKE CITY	84120	Salt Lake	500-999
101	PROG FINANCE, LLC	256 W DATA DR STE 100	DRAPER	840202315	Salt Lake	500-999
102	QWEST CORP	250 E 200 S	SALT LAKE CITY	841112003	Salt Lake	500-999
103	RIVERTON HOSPITAL	3741 W 12600 S	RIVERTON	84065	Salt Lake	500-999

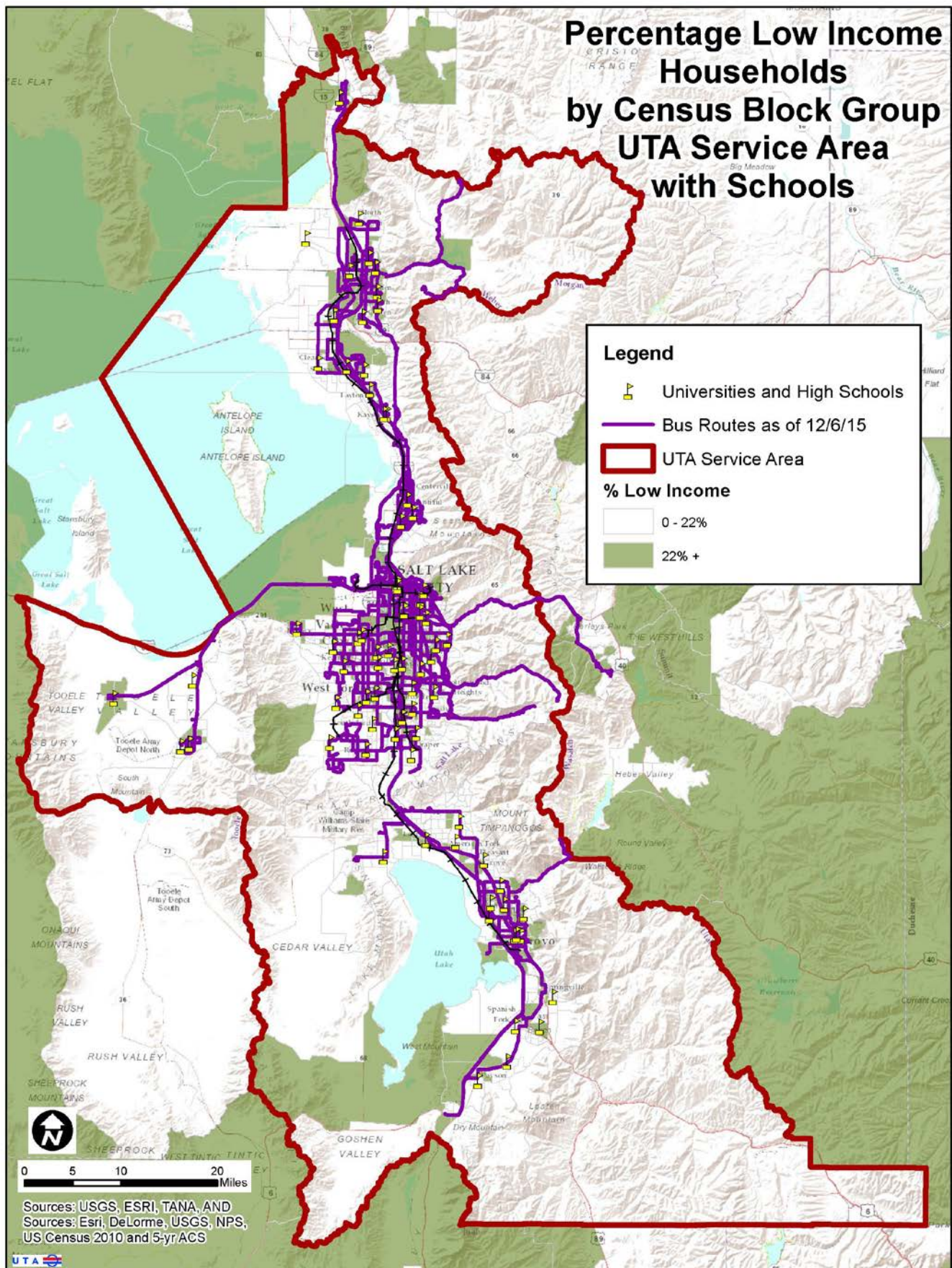
No.	Company Name	Address	City	Zip	County	Employees
104	SALT LAKE CITY POLICE DEPT	315 E 200 SOUTH	SALT LAKE CITY	84111	Salt Lake	500-999
105	SALT LAKE CITY REGIONAL OFFICE	550 FOOTHILL DR	SALT LAKE CITY	84158	Salt Lake	500-999
106	SALT LAKE COMMUNITY COLLEGE	1575 S STATE	SALT LAKE CITY	84115	Salt Lake	500-999
107	SALT LAKE REGIONAL MEDICAL	1050 E SOUTH TEMPLE	SALT LAKE CITY	841021507	Salt Lake	500-999
108	SELECT PORTFOLIO SERVICING, INC.	3902 S STATE ST	SALT LAKE CITY	841154412	Salt Lake	500-999
109	SLC AIRPORT	4000 W 800 NORTH	SALT LAKE CITY	84116	Salt Lake	500-999
110	STAFFING SOLUTIONS	3981 S 700 E #9	SALT LAKE CITY	84107	Salt Lake	500-999
111	SWIFT TRANSPORTATION CO, INC	5175 W 2100 S	SALT LAKE CITY	84120	Salt Lake	500-999
112	SWIRE COCA COLA USA,	12634 S 265 W	DRAPER	84020	Salt Lake	500-999
113	TELEPERFORMANCE USA INC	1991 S 4650 W	SALT LAKE CITY	84104	Salt Lake	500-999
114	THE BOEING CO	1215 N 2200 W	SALT LAKE CITY	841164128	Salt Lake	500-999
115	THE SUN PRODUCTS CORPORATION	3540 W 1987 S	SALT LAKE CITY	84104	Salt Lake	500-999
116	UNIFIED FIRE AUTHORITY	3380 S 900 W	SALT LAKE CITY	84119	Salt Lake	500-999
117	UNION PACIFIC RAILROAD	900 N 500 WEST	SALT LAKE CITY	84103	Salt Lake	500-999
118	US POSTAL SERVICE	1760 W 2100 S	SALT LAKE CITY	841999997	Salt Lake	500-999
119	USANA INC	3838 W PARKWAY BLVD	WEST VALLEY CITY	84120	Salt Lake	500-999
120	UTAH BOARD OF EDUCATION	250 EAST 500 SOUTH	SALT LAKE CITY	84111	Salt Lake	500-999
121	UTAH DEPARTMENT OF WORKFORCE	140 E 300 S	SALT LAKE CITY	841112305	Salt Lake	500-999
122	UTAH TAX COMMISSION	210 N 1950 W	SALT LAKE CITY	84116	Salt Lake	500-999
123	UTAH TRANSIT AUTHORITY	3600 S 700 W	SALT LAKE CITY	84130	Salt Lake	500-999
124	VALLEY MENTAL HEALTH	5965 S 900 E	SALT LAKE CITY	841211720	Salt Lake	500-999
125	VARIAN MEDICAL SYSTEMS, INC.	1678 S PIONEER RD	SALT LAKE CITY	84104	Salt Lake	500-999
126	WESTMINSTER COLLEGE	1840 S 1300 E	SALT LAKE CITY	841053617	Salt Lake	500-999
127	WHEELER MACHINERY CO.	4901 W 2100 S	SALT LAKE CITY	84120	Salt Lake	500-999
128	ZIONS BANK MNGMNT SERVICES	1 S MAIN ST	SALT LAKE CITY	84111	Salt Lake	500-999
129	WAL MART	929 N STATE RD 138	GRANTSVILLE	84029	Tooele	500-999
130	BYU	260 E 1060 N	PROVO	84601	Utah	10000-14999
131	BRIGHAM YOUNG UNIVERSITY	A-293 ASB	PROVO	84602	Utah	5000-6999
132	UTAH VALLEY REGIONAL MED CENTER	1034 N 5TH W	PROVO	84604	Utah	3000-3999
133	UTAH VALLEY STATE COLLEGE	800 W UNIVERSITY PKWY	OREM	840585999	Utah	3000-3999
134	VIVINT, INC.	4931 N 300 W	PROVO	84604	Utah	2000-2999
135	ADOBE SYSTEMS INCORPORATED	3900 ADOBE WAY	LEHI	840434200	Utah	1000-1999
136	DOTERRA INTERNATIONAL LLC	389 S 1300 W	PLEASANT GROVE	840623761	Utah	1000-1999
137	IM FLASH TECHNOLOGIES, LLC	4000 N FLASH DR	LEHI	840433157	Utah	1000-1999
138	NESTLE PREPARED FOODS COMPANY	815 RAYMOND KLAUCK WAY	SPRINGVILLE	846633005	Utah	1000-1999
139	NEXEO STAFFING, LLC	230 N STATE ST	OREM	840574746	Utah	1000-1999
140	UTAH VALLEY UNIVERSITY	800 W UNIVERSITY PARKWAY	OREM	840585999	Utah	1000-1999
141	ALPINE BD OF EDUCATION	575 N 100 E	AMERICAN FORK	84003	Utah	500-999
142	ALPINE BUILDING LLC	4014 W SAWGRASS	PLEASANT GROVE	840628534	Utah	500-999
143	AMERICAN FORK HOSPITAL	170 N 1100 E	AMERICAN FORK	84003	Utah	500-999
144	ANCESTRY.COM OPERATIONS, INC.	360 W 4800 N	PROVO	84604	Utah	500-999
145	BLUEHOST.COM	560 E TIMPANOGOS CIR	OREM	84097	Utah	500-999
146	CENTRAL UTAH MEDICAL CLINIC	1055 N 500 W	PROVO	846043321	Utah	500-999
147	CHRYSLIS UTAH, INC.	1507 S 180 E	PROVO	846067714	Utah	500-999
148	CITIZENS TELECOMMUNICATIONS	198 E 160	PROVO	84606	Utah	500-999
149	DOMO, INC	772 E UTAH VALLEY DR	AMERICAN FORK	840031924	Utah	500-999
150	NU SKIN INTERNATIONAL INC	75 W CENTER ST	PROVO	84601	Utah	500-999
151	PROPERTY SOLUTIONS	2912 EXECUTIVE PKWY STE 100	LEHI	840434611	Utah	500-999
152	QUALTRICS, LLC	400 W 5050 N	PROVO	846045650	Utah	500-999
153	RBD ACQUISITION SUB, INC.	1515 RIVERSIDE AVE	PROVO	84604	Utah	500-999
154	SOLUTIONREACH, INC.	2912 EXECUTIVE PKWY STE 300	LEHI	840434911	Utah	500-999
155	TIMPANOGOS REGIONAL MEDICAL	750 W 800 N	OREM	840573660	Utah	500-999

No.	Company Name	Address	City	Zip	County	Employees
156	US SYNTHETIC CORPORATION	1260 S 1600 W	OREM	84058	Utah	500-999
157	UTAH STATE DEVELOPMENTAL CENT	895 N 900 E	AMERICAN FORK	84003	Utah	500-999
158	UTAH STATE HOSPITAL	1300 EAST CENTER	PROVO	84601	Utah	500-999
159	VIVINT SOLAR DEVELOPER LLC	3301 THANKSGIVING WAY STE	LEHI	840434093	Utah	500-999
160	XACTWARE SOLUTIONS, INC.	1100 W TRAVERSE PKWY	LEHI	840434966	Utah	500-999
161	YOUNG LIVING ESSENTIAL OILS	3125 W EXECUTIVE PARKWAY	LEHI	84043	Utah	500-999
162	OFFICE OF INSPECTOR GENERAL FOR	324 25TH ST	OGDEN	844012310	Weber	4000-4999
163	MCKAY DEE HOSPITAL CENTER	3939 HARRISON BLVD	OGDEN	84403	Weber	3000-3999
164	AUTOLIV	3350 AIRPORT RD	OGDEN	844051563	Weber	2000-2999
165	AMERICA FIRST CREDIT UNION	1344 W 4675 SOUTH	OGDEN	84403	Weber	1000-1999
166	FRESENIUS USA MANUFACTURING,	475 W 13TH ST	OGDEN	84404	Weber	1000-1999
167	WEBER STATE UNIVERSITY	3850 DIXON PKWY	OGDEN	844020001	Weber	1000-1999
168	WEBER STATE UNIVERSITY	3750 HARRISON BLVD	OGDEN	84408	Weber	1000-1999
169	ASSOCIATED FOOD STORES INC	1825 W 2550 N	OGDEN	84404	Weber	500-999
170	COLUMBIA OGDEN MEDICAL CENTER,	5475 S 500 E	OGDEN	844056978	Weber	500-999
171	MARKETSTAR CORPORATION	2475 WASHINGTON BLVD	OGDEN	844012315	Weber	500-999
172	THE HOME DEPOT	801 S DEPOT DR	OGDEN	84404	Weber	500-999
173	UTAH MEDICAL ASSISTANCE	2540 WASHINGTON BLVD	OGDEN	84404	Weber	500-999
174	WAYFAIR LLC	550 S DEPOT DR	OGDEN	84404	Weber	500-999

13) Map of High Schools and Universities within UTA Service Area 2015, by % Minorities



14) Map of High Schools and Universities within UTA Service Area 2015, by % Low-Income

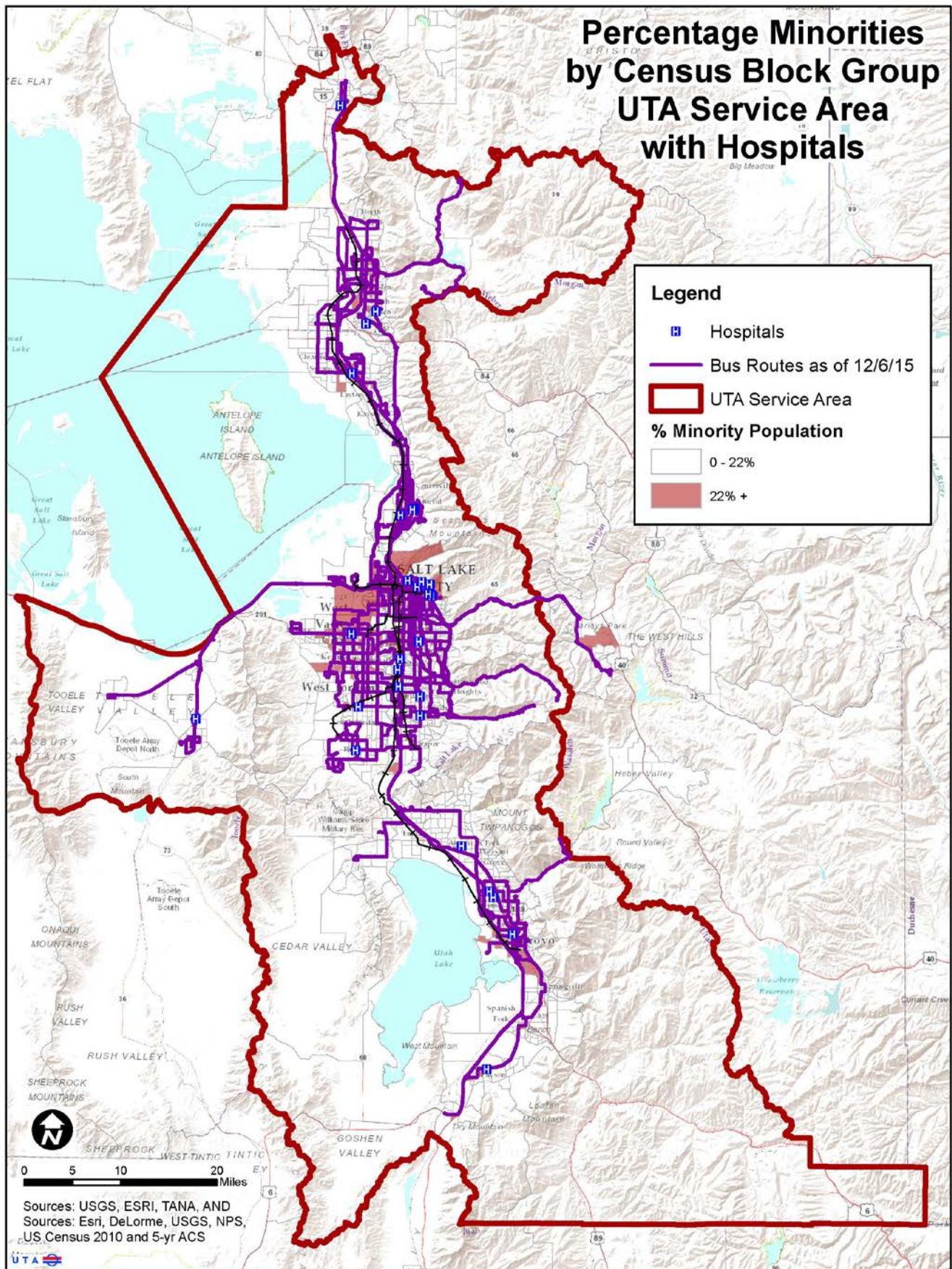


15) List of High Schools and Colleges within UTA Service Area 2015

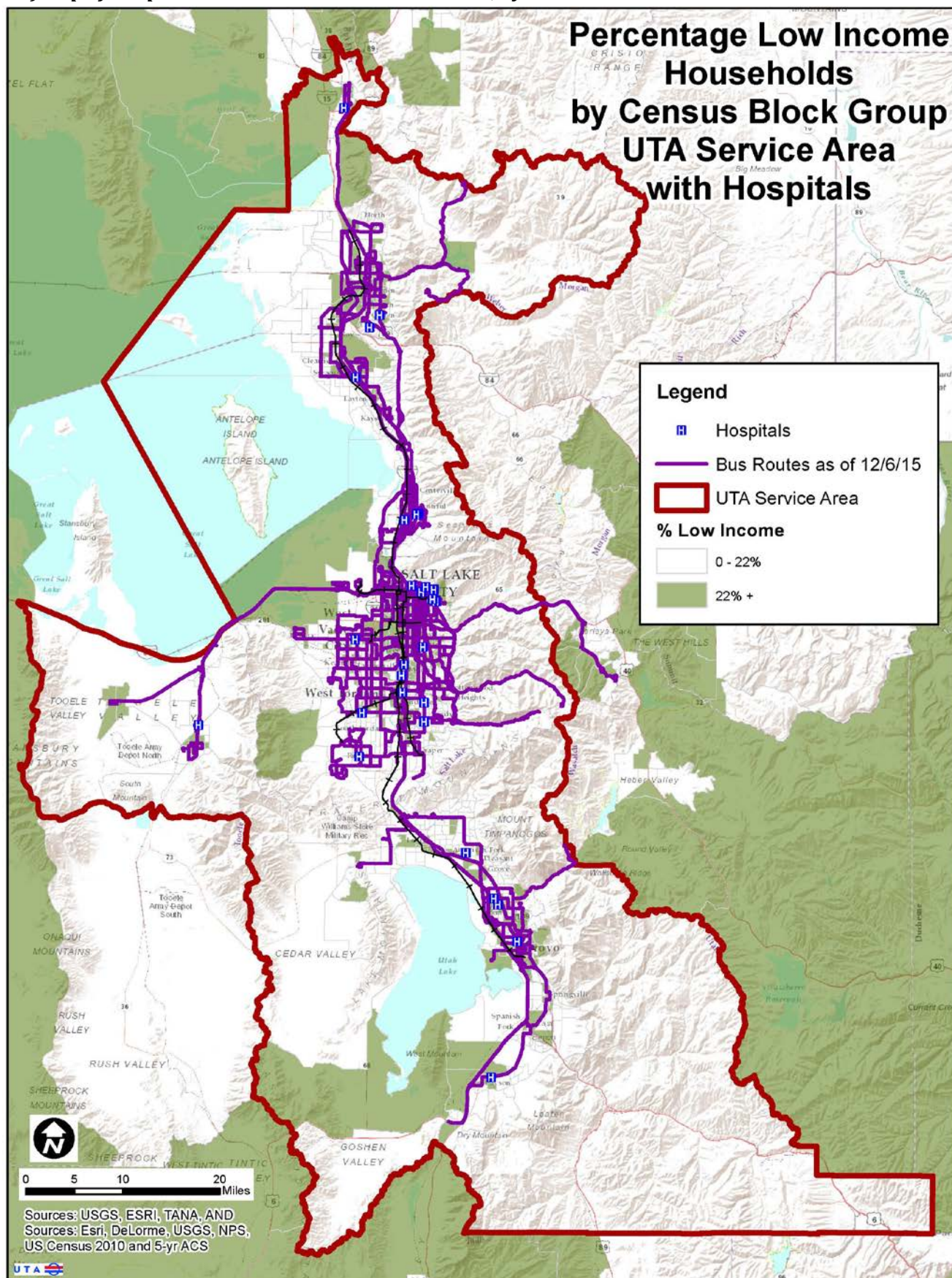
No.	Company Name	Address	City	County
1	Box Elder High	380 South 600 West	Brigham City	Box Elder
2	Bountiful High	695 South Orchard Drive	Bountiful	Davis
3	Viewmont High	120 West 1000 North	Bountiful	Davis
4	Clearfield High	931 South 1000 East	Clearfield	Davis
5	Davis Applied Technology College	550 E 300 S	Kaysville	Davis
6	Davis High	325 South Main	Kaysville	Davis
7	Layton High	440 Lancer Lane	Layton	Davis
8	Northridge High	2430 North Hillfield Road	Layton	Davis
9	Syracuse High	665 South 2000 West	Syracuse	Davis
10	Woods Cross High	600 West 2200 South	Woods Cross	Davis
11	Ben Lomond High	1080 9th Street	Ogden	Ogden
12	Bonneville High	251 East Laker Way	Ogden	Ogden
13	Ogden High	2828 Harrison Blvd	Ogden	Ogden
14	Ogden-Weber Applied Technology College	200 N Washington Blvd	Ogden	Ogden
15	Weber High	430 West Weber High Drive	Ogden	Ogden
16	Weber Online	955 West 12th Street	Ogden	Ogden
17	Weber State University	3750 Harrison Blvd	Ogden	Ogden
18	Fremont High	1900 North 4700 West	Plain City	Ogden
19	Roy High	2150 West 4800 South	Roy	Ogden
20	Corner Canyon High	12943 South 700 East	Draper	Salt Lake
21	Herriman High	11917 South 6000 West	Herriman	Salt Lake
22	Kearns High	5525 South Cougar Lane	Kearns	Salt Lake
23	Cyprus High	8623 West 3000 South	Magna	Salt Lake
24	Hillcrest High	7350 South 900 East	Midvale	Salt Lake
25	ITT Technical Institute	920 W Levoy DR	Murray	Salt Lake
26	Murray High	5440 South State Street	Murray	Salt Lake
27	Riverton High	12476 South 2700 West	Riverton	Salt Lake
28	Brighton High	2220 East Bengal Blvd	Salt Lake City	Salt Lake
29	Cottonwood High	5715 South 1300 East	Salt Lake City	Salt Lake
30	East High	840 South 1300 East	Salt Lake City	Salt Lake
31	Highland High	2166 South 1700 East	Salt Lake City	Salt Lake
32	Innovations High	1633 South Edison	Salt Lake City	Salt Lake
33	Latter Day Saints Business College	411 E South Temple	Salt Lake City	Salt Lake
34	Olympus High	4055 South 2300 East	Salt Lake City	Salt Lake
35	Salt Lake Community College - Taylorsville	4600 So. Redwood Road	Salt Lake City	Salt Lake
36	Salt Lake Community College-Skills Center	1575 S State ST	Salt Lake City	Salt Lake
37	Skyline High	3251 East 3760 South	Salt Lake City	Salt Lake
38	University Of Phoenix-Utah Campus	5373 S. Green Street	Salt Lake City	Salt Lake
39	University Of Utah	201 Presidents Circle	Salt Lake City	Salt Lake
40	West High	241 North 300 West	Salt Lake City	Salt Lake
41	Western Governors University	4001 East 700 South, Suite 701	Salt Lake City	Salt Lake
42	Westminster College	1840 S 1300 E	Salt Lake City	Salt Lake
43	Alta High	11055 South 1000 East	Sandy	Salt Lake
44	Canyons Technical Education Center	825 East 9085 South	Sandy	Salt Lake
45	Jordan High	95 East Beetdigger Blvd	Sandy	Salt Lake
46	Bingham High	2160 West 10400 South	South Jordan	Salt Lake

No.	Company Name	Address	City	County
47	Valley High	325 West 11000 South	South Jordan	Salt Lake
48	Taylorsville High	5225 South Redwood Road	Taylorsville	Salt Lake
49	Copper Hills High	5445 West New Bingham Hwy	West Jordan	Salt Lake
50	Jordan ATC	9301 South Wights Fort Road	West Jordan	Salt Lake
51	Utah Career College	1902 W 7800 S	West Jordan	Salt Lake
52	West Jordan High	8136 South 2700 West	West Jordan	Salt Lake
53	Granger High	3690 South 3600 West	West Valley City	Salt Lake
54	Hunter High	4200 South 5600 West	West Valley City	Salt Lake
55	Mountain West College-Salt Lake City	3280 W 3500 S	West Valley City	Salt Lake
56	Grantsville High	155 East Cherry Street	Grantsville	Tooele
57	Stansbury High	5300 North Aberdeen Lane	Stansbury Park	Tooele
58	Tooele High	301 West Vine Street	Tooele	Tooele
59	American Fork High	510 North 600 East	American Fork	Utah
60	Lone Peak High	10189 North 4800 West	Highland	Utah
61	Lehi High	180 North 500 East	Lehi	Utah
62	Mountain View High	665 West Center	Orem	Utah
63	Orem High	175 South 400 East	Orem	Utah
64	Timpanogos High	1450 North 200 East	Orem	Utah
65	Utah Valley State College	800 W University Parkway	Orem	Utah
66	Payson High	1050 South Main	Payson	Utah
67	Pleasant Grove High	700 East 200 South	Pleasant Grove	Utah
68	Brigham Young University	Main Campus	Provo	Utah
69	E-school at Provo District	280 West 940 North	Provo	Utah
70	Provo High	1125 North University Avenue	Provo	Utah
71	Timpview High	3570 North 650 East	Provo	Utah
72	Salem Hills High	150 North Skyhawk Blvd	Salem	Utah
73	Westlake High	99 North 200 West	Saratoga Springs	Utah
74	Maple Mountain High	51 North 2550 East	Spanish Fork	Utah
75	Spanish Fork High	99 North 300 West	Spanish Fork	Utah
76	Springville High	1205 East 900 South	Springville	Utah

16) Map of Hospitals within UTA Service Area 2015, by % Minorities



17) Map of Hospitals within UTA Service Area 2015, by % Low-Income



18) List of Hospitals and Medical Centers within UTA Service Area 2015

	Hospital / Medical Center Name	Address	City	County
1	Brigham City Community Hospital	950 S Medical Dr	Brigham City	Box Elder
2	Lakeview Hospital	630 E Medical Dr	Bountiful	Davis
3	South Davis Community Hospital	401 South 400 East	Bountiful	Davis
4	Davis Hospital & Medical Center, Lp	1600 W Antelope Dr	Layton	Davis
5	Highland Ridge Hospital	7309 South 180 West	Midvale	Salt Lake
6	Intermountain Medical Cntr	5121 S Cottonwood St	Murray	Salt Lake
7	Tosh - The Orthopedic Specialty Hospital	5848 S 300 E	Murray	Salt Lake
8	Riverton Hospital	3741 W 12600 S	Riverton	Salt Lake
9	LDS Hospital	8th Avenue & C Street	Salt Lake City	Salt Lake
10	Primary Children's Hospital	100 Mario Capecchi Dr,	Salt Lake City	Salt Lake
11	Salt Lake Regional Medical Center,	1050 E South Temple	Salt Lake City	Salt Lake
12	Shriners Hospital For Children	Fairfax Road And Virginia Street	Salt Lake City	Salt Lake
13	St Marks Hospital	1200 E 3900 S	Salt Lake City	Salt Lake
14	UHC/Univ. of UT Huntsman Cancer Hospital	2000 Circle Of Hope Drive	Salt Lake City	Salt Lake
15	UHC/Univ. of UT Orthopaedic Center	590 Wakara Way	Salt Lake City	Salt Lake
16	University Of Utah Hospital	50 N Medical Dr	Salt Lake City	Salt Lake
17	Veterans Medical Center	500 Foothill Dr	Salt Lake City	Salt Lake
18	Alta View Hospital	9660 S 1300 E	Sandy	Salt Lake
19	Healthsouth Rehabilitation Of Utah	8074 South 1300 East	Sandy	Salt Lake
20	Jordan Valley Medical Center	3580 W 9000 S	West Jordan	Salt Lake
21	Pioneer Valley Hospital	3460 South Pioneer Parkway	West Valley City	Salt Lake
22	Benchmark Behavioral Health Systems	592 West 1350 South	Woods Cross	Salt Lake
23	Mountain West Medical Center	2055 N Main St	Tooele	Tooele
24	American Fork Hospital	170 N 1100 E	American Fork	Utah
25	Orem Community Hospital	331 N 400 W	Orem	Utah
26	Timpanogos Regional Hospital	750 W 800 N	Orem	Utah
27	Mountain View Hospital	1000 E 100 N	Payson	Utah
28	Utah Valley Regional Med Center	1034 N 5th W	Provo	Utah
29	Ogden Regional Medical Center	5475 S 500 E	Ogden	Weber
30	Mckay Dee Hospital Center	4401 Harrison Blvd	Ogden	Weber

10) Demographic Ridership and Travel Patterns

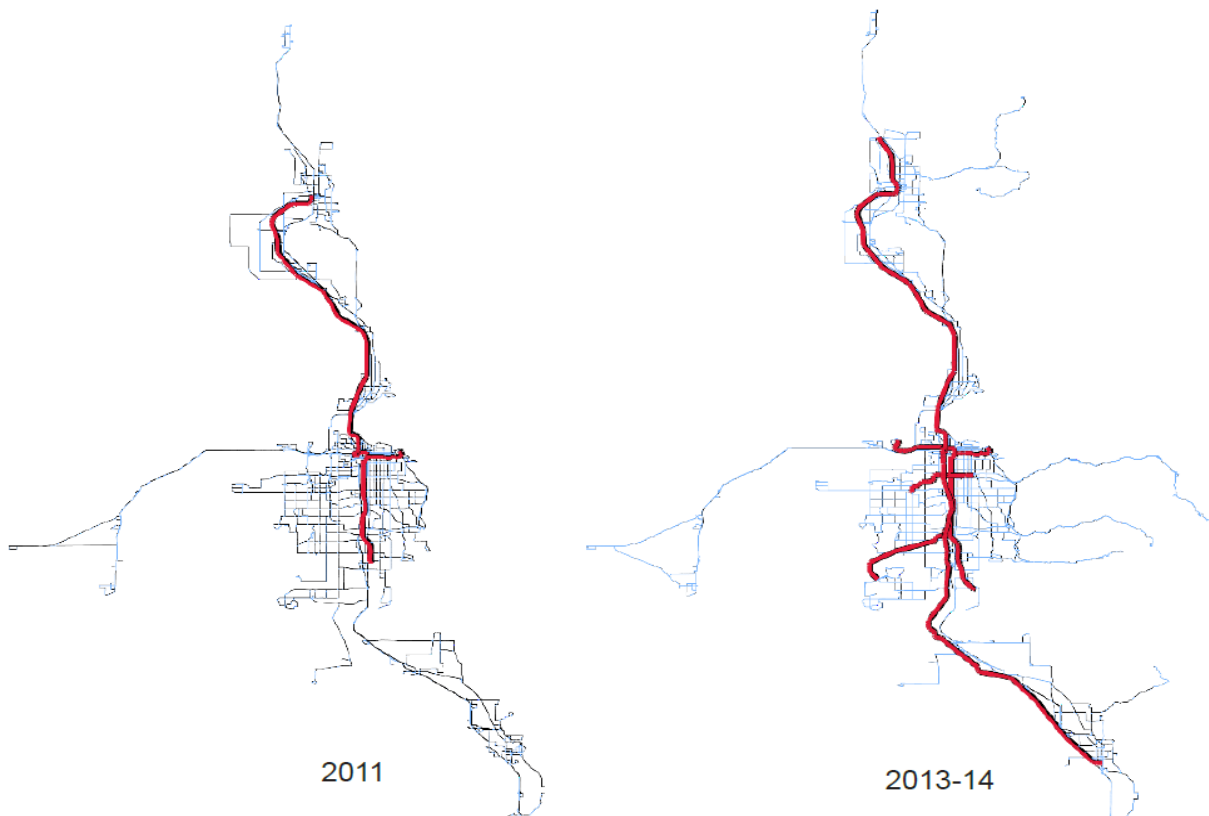
FTA requires fixed route providers of public transportation to collect information on the race, color, national origin, household income, and travel patterns of their riders using customer surveys. Transit providers use this information to develop a demographic profile comparing minority riders and non-minority riders, and trips taken by minority riders and non-minority riders. Demographic information shall also be collected on fare usage by fare type among minority users and low-income users, in order to assist with fare equity analyses.

UTA's last on-board survey was conducted during the months of September 2013 through February 2014. Sample size of the survey was approximately 10% of average daily ridership and was conducted with sensitivity to individual route ridership including direction and peak use of the system. This was the largest on-board survey conducted by the agency to date.

The surveys were distributed on weekday trips originating between 6:30 am and 9:00 pm. In total, the consultant team gathered over 13,000 valid survey responses; 352 (3%) were collected electronically and 12,930 (97%) via paper survey. All surveys were provided in English and Spanish.

As can be seen in the system maps below, UTA's transit network noticeably expanded in fixed guideway rail facilities since the last Title VI report. Total revenue hours and miles of service on rail doubled on an average weekday. Meanwhile, bus service reduced slightly in response to the rail infrastructure changes.

Rail Service Comparison 2011 vs 2013-2014



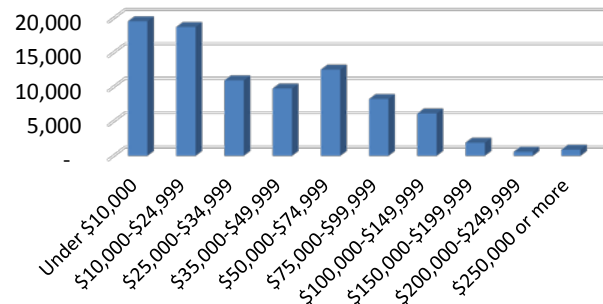
a. Income Patterns

From the 2013-2014 survey, the following income distribution was found.

UTA Riders by Income

Under \$10,000	19,556
\$10,000-\$24,999	18,714
\$25,000-\$34,999	10,954
\$35,000-\$49,999	9,767
\$50,000-\$74,999	12,512
\$75,000-\$99,999	8,242
\$100,000-\$149,999	6,141
\$150,000-\$199,999	1,906
\$200,000-\$249,999	600
\$250,000 or more	887
Total	89,280

UTA Riders by Income
From 2013-2014 On-Board Survey



To get a simpler picture of the income level of UTA riders, they can be grouped as follows.

Low Income = under \$35,000

Moderate Income = \$35,000 - \$74,999

High Income = Over \$75,000

The table on the right shows that 55% of UTA riders are in the low income group.

Riders by Income Groups
2013-2014 Survey

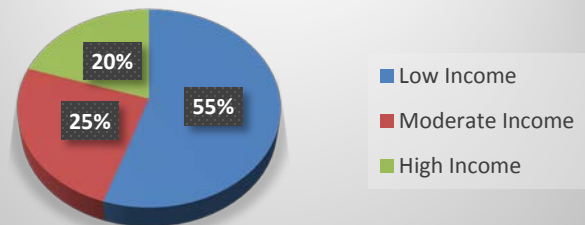
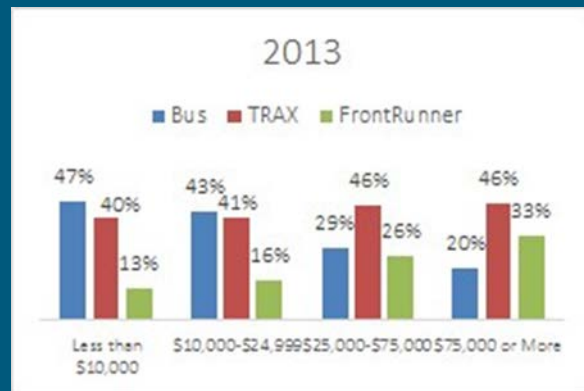
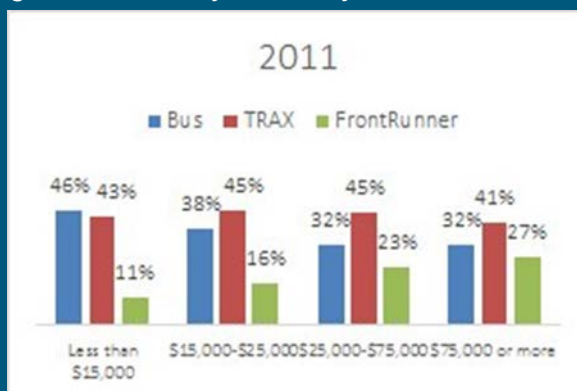


Figure I - Primary Mode by Income



There was little difference between the 2013-2014 survey and the 2011 survey in the transit mode chosen. The primary mode choice by riders, which refers to the highest transit mode used in a trip, reveals some differences by income level. Of riders making less than \$25,000, bus remains the dominant choice. Of riders making \$25,000 or more, TRAX is the dominant choice. Few riders making less than \$25,000 use FrontRunner.

UTA also looked at “captive riders,” people who had no other choice than to ride transit, and “choice riders,” people who did have another alternative but chose to ride transit.

The most common primary mode for “choice” riders was TRAX at forty-six percent (46%), while the most common primary mode choice for captive riders is reported as bus at fifty-two percent (52%).

Figure N - Choice Rider Income

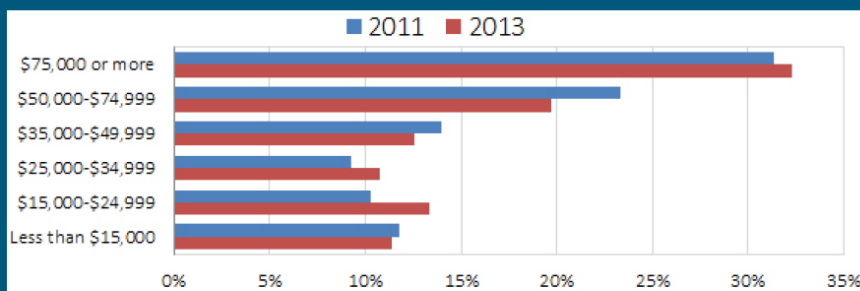
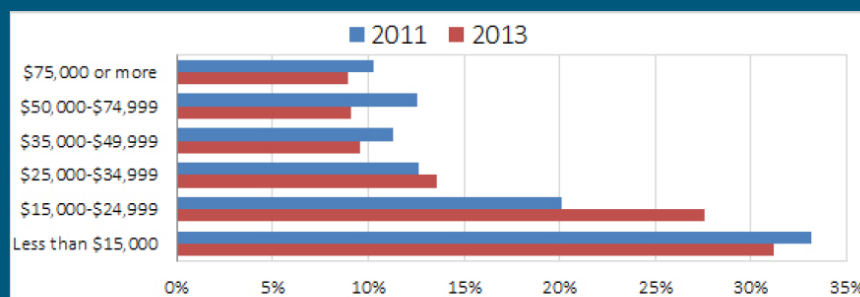


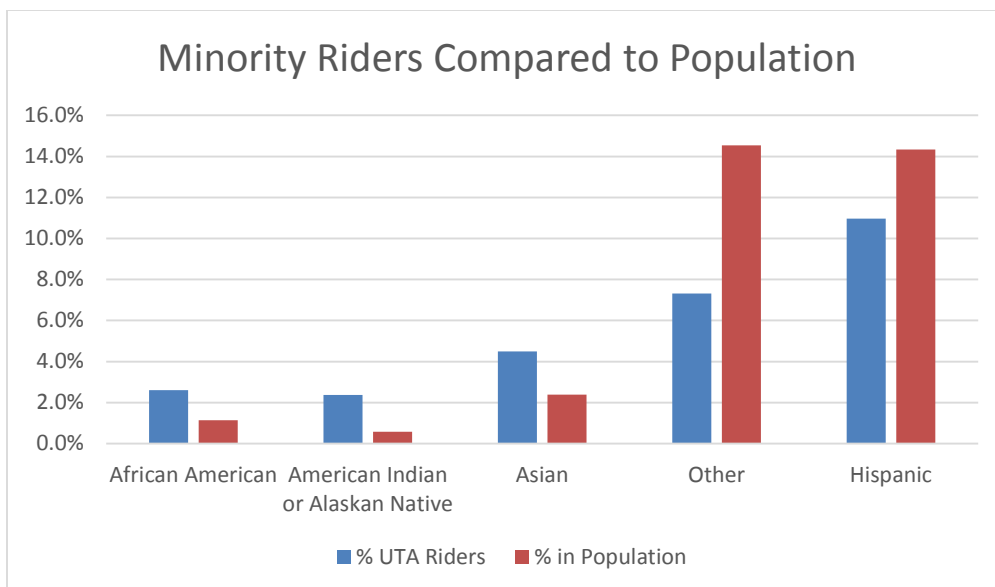
Figure O - Captive Rider Income



b. Race/Ethnicity Patterns

From the 2013-2014 on-board survey, the following data was found about the racial and ethnic patterns of UTA riders, which was then compared to the proportions in the population, based on the latest ACS data.

Race or Ethnicity	% UTA Riders	% in Population
African American	2.6%	1.1%
American Indian or Alaskan Native	2.4%	0.6%
Asian	4.5%	2.4%
Other	7.3%	14.5%
Hispanic	11.0%	14.3%
White	72.2%	78.4%



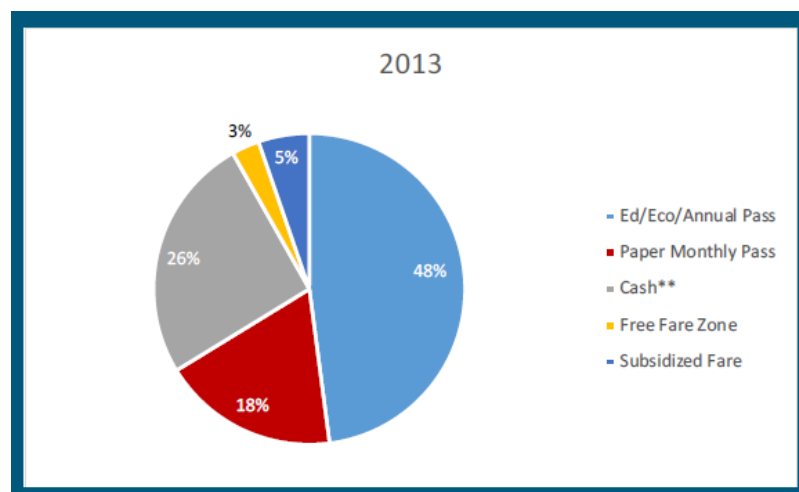
This analysis shows that for the minority groups except for “other” and Hispanic, more minorities are riding UTA than are represented in the population. When all the minority groups are combined, UTA riders are 6.2% higher in minorities than are represented in the population.

	% UTA Riders	% in Population
All Minority	27.8%	21.6%

c. Fare Payment Patterns

The majority of the system riders in the 2013-14 survey (48%) used some form of electronic pass as their payment, and the next largest group of riders (26%) used some form of cash, which includes a Day or Group Pass, One-Way or Round Trip Ticket, or a Paper Bus Transfer. The figure below shows the breakdown of the types of fare payment used by the riders surveyed.

A new fare product, the FAREPAY electronic reloadable card, was introduced during the 2013-14 survey, so the fare product was not included as a survey choice.



Analysis of the survey data shows the following patterns about how UTA riders pay their fare by race or ethnicity.

Race/Ethnicity	Cash or Token	Day/Group Pass	Free Fare Zone	Medicaid Punch Card	One-Way/Round Trip Ticket	Other Electronic Fare	Paper Bus Transfer	Paper Monthly Pass	Senior/Disabled Reduced Fare	U of U Electronic Pass
African American	2.1%	4.0%	1.7%	8.2%	3.1%	2.5%	2.1%	3.1%	2.4%	1.9%
American Indian or Alaskan Native	1.5%	3.1%	2.7%	4.8%	2.9%	2.9%	1.3%	2.7%	3.4%	1.2%
Asian	4.2%	2.3%	5.5%	1.4%	2.5%	2.3%	2.2%	4.3%	2.4%	8.9%
Other	6.0%	6.2%	6.6%	5.7%	9.7%	8.0%	12.3%	7.6%	4.1%	6.4%
Hispanic	8.9%	11.2%	11.2%	11.5%	11.4%	11.8%	25.0%	12.6%	6.3%	9.8%
White	77.3%	73.3%	72.2%	68.3%	70.5%	72.6%	57.0%	69.7%	81.4%	71.9%

Comparing all minority groups with the white racial group and the way they pay for fares, the following information was found.

Payment Method	Minority	White	Total	% Minority of that payment method	% White of that payment method	% Minority of grand total	% White of grand total
Cash on Bus or Token	2,815	9,598	12,413	22.7%	77.3%	2.5%	8.5%
Day/Group Pass	562	1,542	2,104	26.7%	73.3%	0.5%	1.4%
Free Fare Zone	849	2,205	3,055	27.8%	72.2%	0.7%	1.9%
Medicaid Punch Card	673	1,449	2,122	31.7%	68.3%	0.6%	1.3%
One-Way/Round Trip Ticket	4,043	9,654	13,696	29.5%	70.5%	3.6%	8.5%
Other Electronic Fare Payment (Tap On)	7,802	20,625	28,426	27.4%	72.6%	6.9%	18.2%
Paper Bus Transfer	330	438	768	43.0%	57.0%	0.3%	0.4%
Paper Monthly Pass	6,235	14,345	20,580	30.3%	69.7%	5.5%	12.7%
Senior/Disabled Reduced Fare	673	2,945	3,618	18.6%	81.4%	0.6%	2.6%
U of U Electronic Pass (Tap On)	7,448	19,021	26,470	28.1%	71.9%	6.6%	16.8%
Grand Total	31,430	81,822	113,252				

Sorting the minority and white riders from highest fare payment method to lowest, some differences were found. The top four methods were the same for both groups, but minorities used the free fare zone and the Medicaid punch pass at a higher ranking level than whites. Minorities used the day/group pass and the senior/disabled reduced fare at lower ranking levels.

Payment Method from Highest to Lowest	% Minority of total
Other Electronic Fare Payment (Tap On)	6.9%
U of U Electronic Pass (Tap On)	6.6%
Paper Monthly Pass	5.5%
One-Way/Round Trip Ticket	3.6%
Cash on Bus or Token	2.5%
Free Fare Zone	0.7%
Senior/Disabled Reduced Fare	0.6%
Medicaid Punch Card	0.6%
Day/Group Pass	0.5%
Paper Bus Transfer	0.3%

Payment Method from Highest to Lowest	% White of total
Other Electronic Fare Payment (Tap On)	18.2%
U of U Electronic Pass (Tap On)	16.8%
Paper Monthly Pass	12.7%
One-Way/Round Trip Ticket	8.5%
Cash on Bus or Token	8.5%
Senior/Disabled Reduced Fare	2.6%
Free Fare Zone	1.9%
Day/Group Pass	1.4%
Medicaid Punch Card	1.3%
Paper Bus Transfer	0.4%

11) Description of the Public Engagement Process

FTA requires that transit providers include a description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy. UTA adopted a “Title VI Compliance Policy” in May 2013 to cover these requirements. This policy is included in the Public Participation Plan, in Appendix 5.

To solicit feedback from the public on the draft Title VI Compliance Policy, UTA created a notice that was advertised in local newspapers in the service area. The Deseret News and Salt Lake Tribune ran the ad on April 19 and 21, 2013. Comments were accepted through May 3, 2013. These newspapers previously had Spanish publications as well, but they have been closed down. As a result, there were no local Spanish language papers to run the notice. The notice and draft policy was posted on UTA’s website, rideuta.com, as well as on the Utah state government’s website, Utah.gov, under “Public Notices”. The state website provides 35 language translation options. An email notification was sent out by the Salt Lake County Office of Diversity Affairs, which maintains an email list that goes to anyone interested in diversity issues. Additional targeted outreach was done, which included mailing a letter and the policy or sending an email to community organizations that work with minority or low-income populations, including the following agencies.

- Utah Coalition of La Raza
- Centro de la Familia
- Comunidades Unidas
- Centro Civico Mexicano
- The Utah Multicultural Affairs Commission

- National Tongan American Society
- Refugee and Immigration Center
- Horizonte Training Center
- Catholic Community Services
- International Rescue Committee
- Lutheran Social Service of Utah
- Rescue Mission of Salt Lake

One request was made for the policy to be translated into Vietnamese, which was done. The policy and notice were published by the requester in a local Vietnamese newsletter.

Comments could be submitted by email, mail, or phone. Four comments were received by email and one by phone. One comment expressed the belief that including minorities in the policy resulted in favoritism to them, to the detriment of Caucasian people. That person was sent a further explanation of the Title VI laws and how UTA must comply with them. The draft policy was modified to incorporate three of the comments.

12) Results of Service and/or Fare Equity Analyses

FTA asks for the results of service and/or fare equity analyses conducted since the last Title VI Program submission. FTA also asks to include evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis.

At UTA, the Board of Trustees has delegated authority to the General Manager to evaluate and report to the Board on the determination regarding proposed changes to levels of service and routing (Executive Limitations Policy No. 2.1.4). The General Manager/CEO was briefed by the Title VI Compliance Officer in quarterly meetings with the Civil Rights staff of any change day analyses that were done for upcoming changes. Any questions or concerns were resolved before the changes were presented to the Board of Trustees.

During the period of 2013 to 2015, one fare equity analysis and six service equity analyses were conducted. The details of these analyses are listed in Appendix 9. Below is a listing of the service and fare equity analyses conducted and the date they were approved by the General Manager/CEO.

- April 2013 Change Day : Approved in Title VI Discussion with Mike Allegra, 3/21/2013
- August 2013 Change Day: Approved in Corporate Staff Meeting 5/14/2013
- December 2013 Change Day: Approved in Corporate Staff Meeting 9/17/2013
- February 27, 2014 - Title VI Equity Analysis of FAREPAY Discount: Approved in Corporate Staff Meeting 2/11/2014
- April 2014 Change Day: Approved in Corporate Staff Meeting 2/11/2014
- August 2014 Change Day: Approved in Corporate Staff Meeting 4/15/2014
- April 2015 Service Changes: Approved in Corporate Staff Meeting 3/17/2015

13) Evidence of Governing Officials Approval

FTA requires a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to FTA.

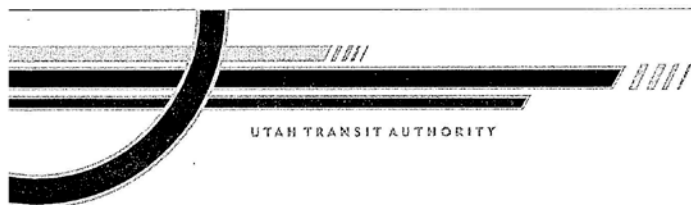
The documentation to verify approval of UTA's Title VI Program can be found in Appendix 11.

14) Conclusion

This concludes UTA's Title VI Program report. The content and organization of this report is based on the guidelines of FTA Circular 4702.1B, October 1, 2012. It is provided as documentation of compliance with Title VI of the Civil Rights Act of 1964 and FTA Title VI requirements. Questions regarding the content or preparation of this report should be directed to Ruth Hendricks at Utah Transit Authority.

Ruth Hendricks
Civil Rights Compliance Officer
669 West 200 South
Salt Lake City, UT 84101
801-741-8871

Appendix 1: Title VI Notice to the Public



669 West 200 South
Salt Lake City, UT 84101

To: All Utah Transit Authority Customers
From: Utah Transit Authority
Date: August 7, 2011
Subject: Compliance with Title VI of the Civil Right Act of 1964

It is the policy of the Utah Transit Authority to comply with Title VI of the Civil Rights Act of 1964, which states: "No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you, as a customer of the Utah Transit Authority, feel that you have been excluded from participation in or denied services provided by the Utah Transit Authority because of your race, color, or national origin, please contact our Customer Concerns Department at one of the following telephone numbers.

Salt Lake City: 801-287-2667
1-877-882-0200

Ogden: 1-877-882-0200
Orem/Provo: 1-877-882-0200
Paratransit Services: 801-287-5359

Or, you may submit an electronic comment form through UTA's website at www.rideuta.com.

Para: Todos los clientes de Utah Transit Authority

De: Utah Transit Authority

Fecha: 7 de agosto de 2011

Tema: Cumplimiento del Título VI de la Ley de Derechos Civiles de 1964

La política de Utah Transit Authority es cumplir con el título VI de la Ley de Derechos Civiles de 1964, la cual establece que "Ninguna persona en los Estados Unidos debe, por razones de raza, color, o nacionalidad, ser excluida de participar, recibir beneficios, o ser sujeta a discriminación en cualquier programa o actividad que reciba asistencia financiera federal".

Si usted, como cliente de Utah Transit Authority, siente que ha sido excluido de participar o se le han negado los servicios brindados por Utah Transit Authority debido a su raza, color u origen nacional, comuníquese con el Departamento de Inquietudes para Clientes a uno de los siguientes números telefónicos.

Salt Lake City: 801-287-2667
1-877-882-0200
Ogden: 1-877-882-0200

Orem/Provo: 1-877-882-0200
Servicios de transporte para discapacitados:
801-287-5359

-O- Puede presentar un comentario por medio electrónico a través del sitio Web de UTA en www.rideuta.com.

This sign is placed on transit busses and at train stations.

Title VI of the Civil Rights Act of 1964 protects you from discrimination due to race, color or national origin. If you believe you have been treated unfairly in receiving UTA services because of your race, color or national origin, please let us know.

El Título VI de la Ley de derechos civiles de 1964 lo protege de la discriminación por motivos de raza, color u origen. Si usted cree que ha sido tratado injustamente al recibir los servicios de UTA debido a su raza, color u origen, comuníquese con nosotros.

- **Contact UTA Customer Service at 801-743-3882**
Comuníquese con el servicio de atención al cliente de UTA al 801-743-3882
- **Submit electronic comment forms at rideuta.com**
Envíe un formulario electrónico para comentarios en rideuta.com



Appendix 2: Customer Communications Policy

UTAH TRANSIT AUTHORITY CORPORATE POLICY

No. 5.1.1

CUSTOMER COMMUNICATIONS

I. Purpose. This policy is intended to establish expectations for receiving, recording and responding to customer communications. Each customer communication should be treated as an opportunity to build ridership, to promote a positive image for UTA, to better understand how customers use UTA's services, and to gather useful information that assists in improving UTA's operation. Overall, handling of customer communications should reflect UTA's credo, "Good people providing a good transportation value for a better quality of life".

II. Definitions. As used in this Policy:

"Customer Communication" means a statement of any kind (e.g., an in-person statement, telephone, e-mail, letter, or any other means of correspondence) about a UTA service or operation, which may be received by UTA directly from a person or through a third party (e.g., government agency or elected official). "Customer Communication" does not mean an inquiry from a person that solely seeks information relating to routes, schedules, or other aspect of UTA's service, nor a formal communication, such as a complaint raised with the Federal Transit Administration, the Equal Employment Opportunity Commission, or a communication relating to a lawsuit or potential lawsuit.

"Complaint" means a customer communication about a perceived problem or deficiency in UTA's service or operation.

III. Policy.

A. *Role of the Customer Service Office.* The Customer Service Office will receive all customer communications and complaints. Any employee receiving a customer communication or complaint will promptly forward the communication or complaint to the Customer Service Office. That Office will handle all such communications and complaints in accordance with the Standards set forth in paragraph B of this Policy and the standard operating procedures developed pursuant to paragraph C of this Policy. The Customer Service Office will receive and respond to all customer communications and complaints, except that (1) the Civil Rights Office will respond to informal complaints relating to civil rights, and (2) the Riverside Operations Division will receive and respond to customer concerns relating to the paratransit service.

B. *Customer Communication Standards.* Staff responsible for handling customer communications and complaints will:

1. Make every reasonable effort to provide a prompt and courteous acknowledgement to each person who provides a customer communication to UTA.

2. Investigate and resolve a communication or complaint in a fair, prompt, and courteous manner.
3. Accurately and completely enter a communication or complaint into UTA's central customer communication database.
4. Report to a Trustee or official the outcome of a customer communication or complaint received through the Trustee or elected official.
5. Ensure that executives are able to view, summarize and generate customer communication reports by, at a minimum, type, business unit, office, route, date, employee, and length of time to resolve.

C. *Standard Operating Procedures.* The Support Services Business Unit, in coordination with all other business units, will develop standard operating procedures applicable to all employees to ensure the handling of customer communications consistent with the purposes and standards of this Policy.

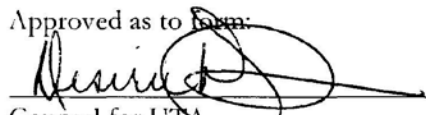
In addition, the Customer Service Manager and the Manager of Operations for Riverside Paratransit Operations, in the case of paratransit customer communications, will generate standard operating procedures that provide for the courteous and efficient handling of customer inquiries that only seek information relating to routes, schedules, or other aspect of UTA's service. Those standard operating procedures will seek to ensure that staff conveys to customers clear information about what may and may not be expected from the service offered.

D. *Service Improvement.* Executives will use the information received from the Customer Service database to improve service and operations.

III. Cross-References. Board of Trustees Executive Limitations Policy 2.5.1.

This UTA Corporate Policy was reviewed by the Policy Forum on June 22, 2004, and approved by the General Manager on this ²⁴~~30~~ day of June, 2004, and takes effect on October 4, 2004.


John M. English
General Manager and CEO

Approved as to form:

Counsel for UTA

Appendix 3: Customer Communications Process



Standard Operating Procedure		
No 5.1.1-1	Effective Date: 06/30/04	Supersedes: U 5.1.1
Title: CUSTOMER COMMUNICATION PROCESS		

Purpose: To establish procedures for receiving, recording and responding to customer communications in manner consistent with UTA Corporate Policy No. 5.1.1.

Application: All UTA Employees.

Definitions: As used in this Standard Operating Procedure:

“Customer Communication” means a statement of any kind (e.g., an in-person statement, telephone, e-mail, letter, or any other means of correspondence) about a UTA service or operation, which may be received by UTA directly from a person or through a third party (e.g., government agency or elected official). “Customer Communication” does not mean an inquiry from a person that solely seeks information relating to routes, schedules, or other aspect of UTA’s service, nor a formal communication, such as a complaint raised with the Federal Transit Administration, the Equal Employment Opportunity Commission, or a communication relating to a lawsuit or potential lawsuit.

Procedure:

1. The Customer Service Office is responsible for receiving all customer communications except that the Civil Rights Office will respond to all customer communications relating to civil rights matters, and Riverside Paratransit Operations will receive and respond to customer concerns relating to UTA’s paratransit service.
2. Employees will promptly direct all customer communications to the Customer Service Office, except that customer communications relating to UTA’s paratransit service will be directed to Riverside Paratransit Operations.
3. The Customer Service Office will oversee the response process, including the logging, routing, monitoring, handling and closing out, of all customer communications.
4. The Customer Service Office will provide to each customer who provides a written, telephone message, or electronic communication, a courteous initial response within 24 working hours after receipt of the communication, to indicate that UTA received the communication.
5. The Customer Service Office will completely record all customer communications, regardless of type, in UTA’s central customer communication database, whether or not the communication warrants an investigation. Also, in the case of communications requiring investigation, each step in the follow up process will be recorded in the database as that step is completed.

6. The Customer Service Office will route each complaint to appropriate staff within 12 working hours after receipt.
7. A business unit will investigate any complaints relating to its service. The regional general manager of the business unit will establish a system for investigating complaints within the business unit. The business unit will complete an investigation into a complaint as soon as possible, but no longer than 10 working days after receipt of the complaint in the business unit, unless special circumstances warrant a longer period of investigation. The Customer Service Office may contact appropriate business unit staff to check the progress of investigations.
8. Once an investigation for a complaint is complete or in the case of other types of customer communications, appropriate information is retrieved, the business unit or investigating employee will communicate the results to the handling Customer Service agent. That agent will then provide a response to the customer and log the result into the central customer communication database.
9. Every customer communication, regardless of its type, is closed out as soon as possible, but no longer than 14 working days after receipt of the communication.
10. The Customer Service Office will provide monthly customer communication reports to the business units and corporate offices and, when civil rights complaints are involved, to the Civil Rights Office.
11. The Customer Service Office will identify emerging trends from recorded customer communications and will report these trends to the executives.

Exceptions: None.

Appendix 4: Title VI Compliant Form



Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply and describe):				
<input type="checkbox"/> Race _____ <input type="checkbox"/> Color _____ <input type="checkbox"/> National Origin _____				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____ _____ _____ _____				

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature _____ Date _____

Please submit this form to the address below.

Utah Transit Authority
 Title VI Compliance Officer
 669 West 200 South
 Salt Lake City, UT 84101

Appendix 5: Public Participation Policies

UTAH TRANSIT AUTHORITY CORPORATE POLICY

NO. 1.1.28

TITLE VI COMPLIANCE

- I. Purpose. Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of federal financial assistance on the basis of race, color, or national origin. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to Title VI requirements as outlined in FTA's Circular FTA C 4702.1B and future amendments.

In accordance with the Circular, UTA has developed this policy for measuring disparate impacts on minority populations and disproportionate burdens on low-income populations. UTA remains committed to avoiding unfair treatment and discrimination in the allocation of public transit services.

II. Definitions:

- A. *"Addition of Service"* means the creation of a new bus route or the opening of a new rail line.
- B. *"Discrimination"* refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.
- C. *"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.
- D. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.
- E. *"Eligible Low-income Individual"* means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. UTA will use the definition found in 49 U.S.C. 5302 as amended by Fixing America's Surface Transportation Act (FAST): "an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved".
- F. *"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.

- G. “*Major Change*” means a service or fare change which meets UTA’s definition in section III.B of this policy, and requires equity analysis in compliance with FTA’s Title VI Circular.
- H. “*Minority Persons*” 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.
- I. “*Minority Population*” means any readily identifiable group of minority persons who live in geographic proximity.
- J. “*National Origin*” means the particular nation in which a person was born, or where the person’s parents or ancestors were born.

III. Policy

- A. UTA prohibits discrimination on the basis of race, color, or national origin in the provision of public transit services, programs, and activities.
- B. *Public Input*
1. UTA will seek public input on the following types of changes. These changes will be considered “major changes” which require equity analysis in compliance with FTA’s Title VI Circular.
 - 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.

2. The type of public input opportunities used for service or fare changes described in Paragraph B(1) will be based on the requirements of Corporate Policy 1.1.6, Public Input Opportunities, and a demographic analysis of the population(s) affected, the type of plan, program and/or service under consideration, and the resources available, and may include any combination of the following:
 - a. Public hearings;
 - b. Public meetings;
 - c. Posted notices on UTA's website;
 - d. Outreach to minority groups and the non-English speaking community within UTA's service area;
 - e. Coordination with community and faith-based organizations, educational institutions, and other organizations that reach out specifically to members of affected minority and/or LEP (Limited English Proficient) communities;
 - f. Notices in radio, television, or newspapers including those that serve non-English speaking and/or minority populations;
 - g. Posting notices at bus stops, rail stations and on transit vehicles;
 - h. Use of social media, including those targeted at minority groups and the non-English speaking community.

C. *Evaluation and Analysis of Service 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.

D. *Disparate Impact and Disproportionate Burden Policy*

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.
4. At the conclusion of UTA's analysis, if UTA finds that minority populations will bear a disparate impact, or that low-income populations bear a disproportionate burden of the proposed change, UTA will take steps to avoid,

minimize or mitigate impacts where practicable. UTA will describe alternatives available to minority and low-income populations affected by the changes.

E. *Title VI Complaint Process*

1. Any person who has a complaint relating to discrimination in receiving service from UTA based on race, color, or national origin can file a complaint and it will be investigated and responded to in a timely manner by the Civil Rights Office.
2. UTA has a Title VI Complaint Form which can be obtained from the Title VI Compliance Officer and on UTA's website.
3. Complaints that come to UTA through the Customer Service department will be received, recorded and responded to according to UTA Corporate Policies No. 5.1.1, Customer Communications, 6.1.8 Equal Employment Opportunity, Anti-Discrimination Harassment, and Retaliation Policies and UTA Standard Operating Procedure, No 5.1.1-1, Customer Communication Process. After receipt of a complaint, the Investigator will investigate it and provide written findings of the investigation to all applicable parties within (15) calendar days of the conclusion of the investigation.

IV. Cross-References. UTA Corporate Policy No. 1.1.6, Public Input Opportunities. UTA Corporate Policy No. 5.1.1, Customer Communications, UTA Standard Operating Procedure No 5.1.1-1, Customer Communication Process, UTA Corporate Policy 6.1.8. Equal Employment Opportunity, Anti-Discrimination Harassment, and Retaliation Policies

This UTA Corporate Policy was reviewed by the Corporate Staff on May 17, 2016, and approved by the Interim President/CEO on this 24 day of May 2016, and takes effect on the latter date.



Jerry Benson
Interim President/CEO

Approved as to form:



Counsel for UTA

Revision History	
Adopted	5/22/2013 by UTA Board; 8/6/2013 by Corporate Staff
Revised	5/17/2016

UTAH TRANSIT AUTHORITY CORPORATE POLICY

No. 1.1.6

PUBLIC INPUT OPPORTUNITIES

I. Purpose. This Corporate Policy is intended to ensure that UTA provides the best benefit to the communities it serves, and to employees in making operating decisions regarding levels of service and routing that are mutually beneficial to UTA and its customers based on considerations of market, economy, efficiency, and performance of service. This Policy is also intended to effectuate those goals within the limitations set out in the Board of Trustees Executive Limitations Policy 2.4.5.

II. Policy.

A. *Public Hearing.* UTA will provide public notice of, and conduct public hearings on:

1. A proposed service level reduction in miles, hours, or trips of thirty-three percent (33%) or more of any route;
2. The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
3. A proposed twenty-five (25%) or greater change in route alignment;
4. A proposed fare increase; or
5. A proposed capital project or grant application, as required by law.

B. *Public Hearing Officer.*

1. The General Manager will designate a public hearing officer to conduct public hearings on matters listed in paragraph A. The public hearing officer will attend each public hearing and report to the General Manager and the Board of Trustees Finance and Operations Committee the findings and conclusions regarding public comment received in the public comment period. The public hearing officer will also report to the Finance and Operations Committee any decision of the General Manager on a proposal listed in paragraph A.

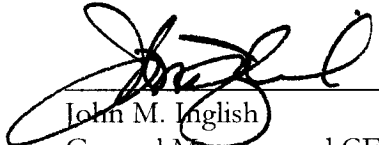
2. The public hearing officer will notify the Committee of any changes in service and routes through the Finance and Operations Committee Report. The Regional General Managers will routinely notify the public hearing officer of such changes.

C. *Standard Operating Procedures.* Staff authorized by the General Manager will develop standard operating procedures to implement this Policy, including, but not limited to, procedures on notifying the public of proposals subject to public hearing, receiving

comment from the public on such proposals, arranging and conducting public hearings, compiling a public hearing record, and consideration of that record

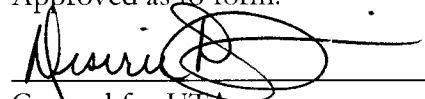
III. Cross-References. Board of Trustees Ends Policy 1.2.3; Board of Trustees Executive Limitations Policies 2.4.2 and 2.4.5.

This UTA Corporate Policy was reviewed by the Policy Forum on June 22, 2004, and approved by the General Manager, on this 24th day of June, 2004, and takes effect on the latter date.



John M. English
General Manager and CEO

Approved as to form:



Counsel for UTA

Appendix 6: Summary of Outreach Efforts

April 2013 Change Day Public Comment Report

Comment Period Jan. 1-25, 2013

UTA is proposing several service improvements with the opening of the new TRAX line to the Salt Lake International Airport, and adjustments to bus routes in that area to better service the new line. In addition, the FrontRunner schedule is being improved to more accurately portray travel times and to ensure better connections are made. There are also proposed changes to some bus service in Utah, Salt Lake, Tooele and Weber counties due to extremely low ridership.

Utah Transit Authority held five public hearings to discuss proposed changes to the transit system in Davis, Tooele and Salt Lake counties. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and in person through UTA customer service. A total of 65 people attended the five hearings in Salt Lake City, South Jordan, Clearfield and Grantsville.

A total of 19 comments were received at the public meetings, 85 email or web comments were received and UTA customer service received 23 calls for a total of 127 comments on the proposed changes.

The majority of the comments fell into the following categories:

- FrontRunner: Fix the schedule and connections between FrontRunner and other modes.
 - Airport Schedule: People want earlier and later trains, especially on the weekends.
 - 218: Do not take it off of North Temple.
 - 6: Do not eliminate Sunday service.
 - 401: Do not eliminate mid-day service.
-

August 2013 Change Day Public Comment Report

Comment Period May 13 to June 11, 2013

Utah Transit Authority is proposing several service changes to bus routes in Utah and Salt Lake counties.

UTA held five public hearings to discuss proposed changes to the transit system in Salt Lake City, Midvale, Provo and American Fork. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com,

through the mail and in person through UTA customer service. A total of 15 people attended the five hearings. The hearings were noticed in local newspapers, on the state website, on buses, UTA's website and social media sites.

A total of three comments were received at the public meetings and six email comments were received (UTA customer service received no calls) for a total of nine comments on the proposed changes.

The proposed changes were:

- Realign route F546 to service the new 11800 South TRAX Station
- Multiple changes to routes in Utah County to facilitate BYU closing their campus to vehicular traffic and reduction of trips on some routes due to low ridership
- Change route 201 to only travel between the 5300 South TRAX Station and the Sandy Civic Center TRAX Station and no longer travel south into Draper
- Adjust the route 525 to serve the Copperview Recreation Center in Midvale.

With only nine comments it is difficult to really divide them into categories. All nine focused on different elements of the proposed (and some not proposed) changes. Some of them included:

- Move the route 830 off of 900 East in Provo
- Have the 811 replace the proposed eliminated portion of the 201 (or vice versa, replace the proposed eliminate portion of the 811 with the 201)
- Create routes with better service to the Provo temple
- Support for changes to route 525

The changes that UTA will implement on August Change Day are as follows:

- Route 201 - Due to low ridership (2-3 Passengers per day) The proposed change to Rt. 201 is that after it has traveled southbound on State Street and reaches the Sandy Civic Center TRAX Station it does not continue southbound into Draper, but instead turn back north from Sandy Civic Center TRAX station and ending at the 5300 S/Murray Central TRAX Station.
- Route 525 - In an effort to increase ridership Route 525 will serve the Copperview Recreation Center in Midvale. To do this, after the route turns onto Monroe St, (from Wasatch St) instead of continuing south the route would turn right onto 8375 S and continue west and turn left onto Harrison St, continue south on Harrison St until it turns left on 8600 S until reaching Monroe St, turn right on Monroe St and continue clockwise on the regular route pattern after that.
- Route F546 - Route F546 will be realigned to service the 11800 South TRAX Station and better service the South Towne Mall. It will no longer service 700 E between 10600 S and 9800 S as well as 9800 S to 10000 S TRAX. It will also no longer service 1300 E, 13800 S and Fort St. Fast bus service from Vestry Rd. will remain.
- Utah County bus routes will be altered as proposed.

December 2013 Change Day Public Comment Report

Comment Period Sept. 1 to 30, 2013

Prepared by Chad Saley, UTA Public Hearing Officer

Utah Transit Authority is proposing several service changes to bus routes in Salt Lake County.

UTA held two public hearings to discuss proposed changes to the transit system in Salt Lake City and South Jordan. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and in person through UTA customer service. A total of 16 people attended the two hearings. The hearings were noticed in local newspapers, on the state website, on buses, UTA's website and social media sites.

One comment was received at the public hearings, 13 email comments were received and 4 comments were received by UTA customer service for a total of 18 comments on the proposed changes.

The proposed changes were:

UTA is revising service on Redwood Road between 1700 North in Salt Lake City and 8000 South in West Jordan, Utah.

Replace: Route 217 – Redwood Shuttle, Route 218 – Redwood Road and Route 517 – Jordan Meadows

New Route 217 – Redwood Road, 1700 North in Salt Lake City to 8000 South in West Jordan. Monday thru Sunday.

- M-F – 15 Min Frequency 6 am to 6 pm
- M-F – 30 Min Frequency 6 pm to 9 pm
- M-F – 60 Min Frequency 9 pm to 11 pm
- Sat – 30 min Frequency 6 am to 7 pm
- Sat – 60 Min Frequency 7 pm to 10 pm
- Sun - 60 Min Frequency 9 am to 6 pm

New Route 218 – 10600 South Redwood Road. The new route services Sandy Civic Center Station, South Towne Mall, South Jordan FrontRunner and River Park Business Park and Redwood Road.

Route 509 – 900 West Shuttle.

- Currently Route 509 connects Salt Lake Central Station with West Valley Central Station via 900 West and 1300 South.
- Proposal – Change the route from 1700 South to 2100 South between 900 West and Redwood Road.

Route F514

UTA proposes to split and realign the F514 into two smaller East and West Flex routes focusing on better frequency. The East Flex Route would service what is currently being serviced by the F514 in Sandy and along South Jordan Gateway and Lone Peak Parkway (i.e. Sandy Civic TRAX, Sandy City Offices, SLCC Larry H Miller Campus, South Jordan FrontRunner, Valley HS, and the businesses nearby Election Rd). The West Flex Route would service Daybreak Parkway TRAX, Daybreak, The District and the River Heights Area. Therefore, the portion of the current F514 from 3600 West to Lone Peak Parkway/South Jordan Gateway along 11400 South would be discontinued.

The comments largely dealt with suggestions for routing changes or comments not liking the portions of the routes that are proposed to be removed.

April 2014 Change Day Public Comment Report

Comment Period Feb. 1 to 28, 2014

Prepared by Chad Saley, UTA Public Hearing Officer

Utah Transit Authority is proposing to implement new bus service to Hill Air Force Base from the Clearfield FrontRunner Station.

UTA held a public hearing in Clearfield and an open house on Hill Air Force Base to discuss the proposed new service. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and in person through UTA customer service. The public hearing was attended by 12 people and 126 people attended the open house. The hearings were noticed in local newspapers, on the state website, on buses, UTA's website and social media sites.

21 comments were received at the public hearing and open house and 12 email comments were received for a total of 33 comments on the proposed service.

The proposed changes were:

UTA is proposing new bus service, beginning at the Clearfield FrontRunner Station to Hill Air Force Base on April Change Day, with service beginning on Monday, April 14, 2014.

This plan accommodates those riding FrontRunner from North or South of Hill AFB, as well as those who choose to park and ride at the Clearfield Station. The proposed plan has two buses meeting each train; Route 644 will enter the West Gate and service the West area, while Route 665 will enter the South Gate and service the East area.

The proposed plan is peak service only. UTA recommends operating the service from approximately 5:00 a.m. - 8:00 a.m. and 2:30 p.m. - 5:30 p.m.

The comments were quite varied but the most common requests were for more trips and trips that would better meet individual work schedules, specifically the 6 a.m. to 3:30 p.m. shift.

Additionally, there were multiple requests for additional stops or slight routing changes.

August 2014 Change Day Public Comment Report Comment Period April 21 to May 17, 2014

Prepared by Chad Saley, UTA Public Hearing Officer

Utah Transit Authority is proposing several service changes to bus routes in Salt Lake County and Utah County.

UTA held three public hearings to discuss proposed changes to the transit system in Salt Lake and Utah counties. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and in person through UTA customer service. For proposed changes to routes 45, 47 and 228 UTA also accepted comments via Open UTA, the organization's online public involvement tool.

A total of 24 people attended the three hearings. The hearings were noticed in local newspapers, on the state website, on buses, UTA's website and social media sites.

Seven comments were received at the public hearings, 11 email comments were received and 12 comments were received by UTA customer service. Open UTA had 862 visitors to the August Change Day topic and received 44 comments. The total number of comments received were 74.

The proposed changes were as follows:

UTA is proposing several service changes dependent upon operational feasibility and financial limitations. The changes are designed to improve bus routes. Also, some other concerns such as low ridership, timing and routing adjustments need to be made for a more efficient operating local bus system.

Utah County Proposals

- Route 833 a fixed route local service to be replaced with a flex route service and some alignment changes.
- Route 836 a fixed route local service to be replaced with a flex route service and some alignment changes.
- Route 832 will have its alignment adjusted to better serve the Brigham Young University Campus and student housing areas.
- Route 831 will be modified into two different routes, one to serve between the Utah Valley University campus and the Orem FrontRunner station, the other to serve mostly the same area south of UVU to the Provo FrontRunner station with some alignment changes.
- Route 840 a new route, servicing portions of the interior of the UVU campus is proposed.
- Route 853 will be modified into more specific routes to better serve the area between Lehi FrontRunner station and businesses in the Thanksgiving Point area and east of Thanksgiving Point along State Road 92. By establishing three new bus routes: 864, 865 and 867.
- Additional small adjustments to all schedules as needed.

Salt Lake County Proposals

- Route 9 – Service Mario Capecchi Drive via 1300 East, University Avenue and North Campus Drive. The 9 will terminate at the Medical Center TRAX station and turn into the Route 17. The route frequency is proposed to increase to 30 minutes and add trips to start earlier in the morning.
- Route 17 – Service Mario Capecchi Drive via South Campus Drive. The 17 will terminate at the Medical Center TRAX station and turn into the Route 9. The route frequency is proposed to increase to 30 minutes and add trips to start earlier in the morning.
- Route 45 – Service Murray Central station via State Street. Route frequency proposed increase to 15 minutes. Proposed to be connected with the Route 47 at Murray Central Station.
- Route 47 – Proposed to service Murray Central Station via Atherton Drive and Vine Street.
- Route 228 – Service proposed to be eliminated between Murray North Station and 3900 South and Wasatch. Route proposed to service 3900 South and Wasatch Park and Ride, 3900 South to 2300 East to 3300 South and then continue with current routing to Research Park, University of Utah and Salt Lake Central Station.
- Route 227 – Proposed to service Salt Lake Community College via 5400 South to 2200 West to 4700 South to Redwood Road service the hub at Salt Lake Community College continue to 2200 West to 3800 South and then service West Valley Central Station.
- Route 41 – Service 900 West and 3600 South via 700 West to Carlisle then to 3300 South to 700 West to Billinis to 500 West to 3900 South and continue on regular route.
- Route F546 – Proposed realignment to service State Street from 11400 South to 12300 South and service 12300 South from State Street to 700 East. Proposed to no longer service Kimballs Lane Station but will service Draper Town Center Station along Pioneer Rd, Crescent View station via 11400 S and continue to service Sandy Civic Center Station after servicing the South Town Mall.

The comments received were mixed. Comments on Open UTA regarding the changes to routes 45, 47 and 228 were 55 percent in favor of the changes and 33 percent against. Many commenters were concerned with the portions of the 45 and 47 proposed to be eliminated, many had the same concern with route 9. The remainder of the comments were about various issues with certain routes or the desire for more general service.

2015 April Change Day Public Comment Report

Prepared by Chad Saley, UTA Public Hearing Officer

Utah Transit Authority proposed routing changes to bus routes in Utah, Davis and Salt Lake counties. UTA held public hearings in each county to discuss the proposed changes. Comments were also accepted via UTA's website, via email at hearingofficer@rideuta.com, through the mail and in person through UTA customer service.

The hearings were noticed in the paper of the county in which the changes were to occur, the Standard Examiner, Daily Herald, Salt Lake Tribune and Deseret News, in addition to being posted on the state website, on buses and UTA's website.

The hearing in Utah County drew 12 people and three comments were received. The Salt Lake County hearing had no attendees and received no formal comments. However, the service planner for the route proposed to be changed spent time on the bus and at the FrontRunner station discussing the changes with the riders. The Davis County hearing had one attendee and received nine comments.

The proposed changes were as follows:

Salt Lake County

- Route F534 will be reduced to two AM trips and two PM trips. Changes are being proposed due to a need to redistribute transit resources to allow for higher ridership in areas where more resources are needed.

Utah County

- Route 811 will be reduced in overall weekday trips to allow for better peak service only on weekdays, and reduced number of trips on Saturdays, Sunday service will remain the same. The majority of the current ridership will be able to use the peak hour service for service between the 11800 South TRAX station on Kimball's Lane and UTA Transit Center by University Mall. The Route 811 will be streamlined where possible to increase the speed of the route.
- Route 850 schedule will be increased to 15 minute frequency in the peak hours of weekday service. Some additional weekday trips will be added if resources will allow for later service. Saturday service will remain the same
- UTA is proposing to discontinue Routes 832 and 835. The two routes were implemented for the BYU

distance based fare beta test. The test ends in April and BYU is implementing private shuttle service in the area making the UTA routes redundant.

- UTA is proposing to discontinue Route F868 due to low ridership and higher than normal operating costs.

Davis County

- Under the proposed changes, routes 664 and 665 would run service to and from Layton Station rather than Clearfield Station. This change would enable UTA to take advantage of the Northbound and Southbound trains arriving at Layton Station at the same time. Under this proposal, UTA would continue to provide service to Hill AFB during peak hours (5:30am – 8:00am and 3:00pm – 5:00pm) with fewer buses.
- UTA is also proposing to eliminate the first AM trip (currently 5:14am) on Routes 664 and 665 due to a lack of ridership.
- UTA is also recommending developing a new vanpool program called RideVan Plus. Under this program, 7 to 15 people form a group. This group is able to take transit to the rail station nearest their work location, board a van parked at the station, and travel to/from work. Work locations must be more than ½ mile but less than 10 miles from the station. This program provides some flexibility, as the group decides what time the van departs the station and work location.

Comments:

The comments varied by county and ranged from individuals wanting more service to the Provo temple to both support and opposition from individuals currently using FrontRunner and buses to access Hill Air Force Base. Those traveling from the south tended to favor the change to Layton while those travelling from the north preferred keeping the buses at Clearfield. As referenced before no formal comments were received on the F534 but the service planner spent time on the route and at the FrontRunner station speaking with riders of the route. Those spoken with were happy with the alternatives available.

Actual Changes Adopted:

Davis County

- The proposed changes to the routes 664 and 665 will be implemented. These changes involve having the routes start at the Layton FrontRunner station instead of the Clearfield Station. The routing on base is the same.
- The proposed elimination of the first AM trips on the 664/665 will not be implemented due to public feedback.
- For the Route 665, select trips service the WSU Davis Campus.

Salt Lake County

- Route F534 will be reduced to two AM trips and two PM trips as proposed.

Utah County

- Route 811 schedule will be reduced to morning and afternoon service on weekdays, end one hour earlier on Saturday and stay the same on Sunday.
 - Route 811 on weekdays only, will be extended beyond the Mt Timpanogos Transit Center to run on 2230 North up to and past the LDS temple and then to 900 East and 900 North in Provo. Saturday and Sunday trips of the Route 811 will end/begin at the Mt Timpanogos Transit Center.
 - Route 811 will no longer serve the area between Lehi Main Street and 500 East areas in American Fork. It will also no longer serve State Street or Thanksgiving Point in Lehi between the Lehi Station and Lehi Main Street.
 - Route 850 will be increased to 15 minute frequency during most of the weekday. Some later trips have also been added, the Saturday service will be increased from 60 minute to 30 minute frequency service.
 - Route 863 will add one more weekday trip earlier in the morning serving Adobe, The Outlet Mall, Xactware and Oracle.
 - Routes 832, 835 and F868 will be discontinued.
-

Fare Policy Analysis

In addition to the public input sought for service changes, UTA also conducted a Fare Policy Analysis effort, as UTA began looking at ways to revise the way fares are calculated.

The project began in September 2014 and ran through May 2015. It consisted of:

- Preliminary Open UTA online survey at rideuta.com (191 participants)
- Stakeholder Interviews (60 participants); these one-on-one interviews were designed to gauge overall sentiment on UTA's fare system
- Telephone survey (1,600 completed surveys), conducted throughout UTA's service area, scientifically valid, broad questions about current fares and potential new ways to pay.
- On-board and online survey (250 on-board and 260 online), designed to gauge sentiment over specific, potential changes to the fare system, including the idea of charging a fee per mile
- Focus groups (7 focus groups), designed to gauge response to specific fare scenarios

Service Priorities outreach

Proposition 1, a ballot measure that allowed Utah counties to vote on increasing tax dollars for local transportation and transit projects, was on the ballot in the November 2015 election. The measure was passed in Weber, Davis and Tooele counties. Outreach to learn more about what the public wanted for service improvement began before the ballot, and continued afterward to learn specifics from those counties where the measure passed.

Here is a summary of the Service Priorities outreach effort:

- Began in September 2015 and ran through December 2015

- Consisted of:
 - Open UTA survey (ran from September 2015 through December 31, 2015, designed to obtain feedback on the public's service priorities should additional funding become available)
 - Twitter Chat conducted September 23 from 10 a.m. to 11 a.m.
 - Series of open houses conducted throughout September and October 2015 in the following locations:
 - 9/24 – Ogden Transit Center from 6 a.m. to 9 a.m. and from 3 p.m. to 6 p.m.
 - 9/29 – UTA Murray Central Station from 4 p.m. to 6:30 p.m.
 - 9/29 – Lehi Senior Citizens Center at 7 p.m.
 - 9/30 – UTA Orem Station, from 4 p.m. to 6:30 p.m.
 - 10/1 – UTA Clearfield Station, from 4 p.m. to 6:30 p.m.
 - 10/1 – UTA Draper Station, from 4 p.m. to 6:30 p.m.
 - 10/5 – UTA West Valley Central Station, from 4 p.m. to 6:30 p.m.
 - 10/6 – UTA Lehi Station, from 4 p.m. to 6:30 p.m.
 - 10/7 – Provo City Library, from 6 p.m. to 9 p.m.
 - 10/8 – UTA Provo Station, from 4 p.m. to 6:30 p.m.

Appendix 7: UTA Limited English Proficiency Plan



Utah Transit Authority Limited English Proficiency (LEP) Plan

I. Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of Utah Transit Authority (UTA), as a recipient of federal financial assistance, relating to the needs of individuals with limited English language skills. LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

II. Legal Requirements

The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulations, which states that *"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance."*

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 16, 2000), indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

In addition, the Federal Transit Administration Circular 4702.1B dated October 1, 2012, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," reiterates the obligation to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and requires that FTA recipients develop a language assistance plan.

III. Four Factor Analysis

The U. S. Department of Transportation (DOT) issued its *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons* [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This guide states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to

consider when assessing language needs and determining what steps to take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity or service provided by the recipient to people's lives;
4. The resources available to the recipient and costs.

UTA's four factor analysis follows.

Factor 1: The number or proportion of LEP persons in the area eligible to be served or likely to encounter a UTA program, activity or service

UTA's Title VI Compliance Officer reviewed the 2010 U.S. Census data and the most up-to-date information from the American Community Survey estimates to determine the proportion of LEP persons in the area. People are considered LEP if they marked on the survey that they speak English less than "very well". While 7.6 % of the service area's residents speak English less than very well, the most prevalent of the LEP languages by far is Spanish. Spanish speakers who speak English less than very well make up 4.9% of the total population. There is a significant break between the number of Spanish LEP speakers and all other language speakers, with the rest being 0.3% of the population or less.

The table which follows lists those languages which have over 1,000 LEP speakers in the service area.

Table 1: LEP Speakers in the UTA Service Area

Languages Other Than English with Over 1,000 LEP Speakers

Sum of Counties in the UTA Service Area	Population Estimate	Speak English less than "very well"	% of Total
Total:	2,078,612	111,827	5.38%
Spanish or Spanish Creole:	220,193	84,768	4.08%
Chinese:	10,479	5,120	0.25%
Vietnamese:	6,908	4,005	0.19%
Korean:	3,905	1,660	0.08%
Serbo-Croatian:	3,552	1,504	0.07%
Russian:	3,475	1,159	0.06%
Arabic:	2,820	1,157	0.06%
Tagalog:	3,402	1,116	0.05%
Mon-Khmer, Cambodian:	1,764	1,046	0.05%
Japanese:	4,106	1,017	0.05%

From 2010-2014 American Community Survey 5-Year Estimates

Any person living in UTA's service area is eligible to be served. According to the 2000 U.S. Census, more than 11% of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4% of English speakers. Using this figure, we can estimate the number of commuters who are most likely to encounter UTA's service on a regular basis. If 11% of the LEP persons in the UTA service area ride transit to work, then there are just over 12,000 people riding.

Table 2: Estimated LEP Transit Users in all Counties in UTA Service Area

Language	Speak English less than "very well"	Estimate of those who ride transit to work (11%)
Spanish or Spanish Creole	84,768	9,324
Chinese	5,120	563
Vietnamese	4,005	441
Korean	1,660	183
Serbo-Croatian	1,504	165
Russian	1,159	127
Arabic	1,157	127
Tagalog	1,116	123
Mon-Khmer, Cambodian	1,046	115
Japanese	1,017	112
German	980	108
Portuguese or Portuguese Creole	978	108
French	866	95
Laotian	803	88
Persian	608	67
Other Indo-European languages	608	67
Thai	452	50
Navajo	411	45
Italian	351	39
Urdu	336	37
Scandinavian languages	307	34
Other Slavic languages	232	26
Armenian	217	24
Polish	205	23
Greek	162	18
Hindi	114	13
Hmong	101	11
Gujarati	97	11
French Creole	48	5
Other Native American languages	43	5
Hungarian	29	3
Hebrew	21	2
Total:		12,157

There are a few other factors that FTA asks transit agencies to identify.

- a. How LEP persons interact with the agency.

- LEP riders will most frequently interact with transit vehicle operators in the system. People will also seek information by calling UTA's Customer Service department, by checking UTA's website, or consulting printed schedules.
- b. Identification of LEP communities, assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group.
- In addition to the languages listed in Table 2, maps in Exhibit 1 at the end of this plan show where areas of LEP speakers are concentrated. UTA will also maintain maps showing where concentrations of Spanish speakers live, to help us in targeting language services for that group.
- c. The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice.
- UTA contacted community organizations that deal with LEP persons to ask for information on literacy rates in the native languages. None of these organizations had any area-specific data. To get a basic idea of reading ability, the literacy rates for the countries of origin for the four most common non-English languages were reviewed. This table shows a comparison of literacy rates.

Place	Literacy Rate
Utah	94%
Mexico	86.1%
China	92.2%
South Korea	97.9%
Vietnam	94%

Source: CIA World Factbook

This data shows that, except for Mexico, the countries of origin for LEP speakers have similar or higher literacy rates than the state of Utah. The rate for Mexico is lower by about 8%, but still not far off.

This gives evidence that translating documents into Spanish is helpful to speakers of that language. However, when performing rider surveys or conducting other outreach activities, UTA employees will be mindful that literacy may be a problem, and will find ways to have Spanish speakers available to converse with LEP individuals.

- d. Whether LEP persons are underserved due to language barriers.
- Analysis of UTA service has shown that minority, low income, and LEP populations are well represented in the proportion of service available. UTA has created maps showing where higher than average populations of LEP Spanish and Chinese speakers reside. UTA planners are advised to review the impacts to those

language speakers when making service changes, so that information regarding concentrations of LEP speakers can be used in formulating UTA's public participation plan.

- While not a direct comparison, LEP persons are more likely to be minority and/or low-income. An analysis of the bus stops in the UTA system as of December 2015 showed that of the 6,105 bus stops available, 23.6% of them were in (or within ¼ mile of) minority census block groups. The overall percentage of minorities in the UTA service area from the US Census Bureau's 2010-2014 American Community Survey 5-year average was 21.6%. Therefore, the percentage of bus stops in minority areas is higher than the population average. Most of the minority areas lie in Salt Lake County. The percentage of bus stops available in (or within ¼ mile of) low-income census block groups is 73.5%. The overall percentage of low-income households in the UTA service area from the 2010 census was 21%.

All of UTA's rail lines, both TRAX light rail and the FrontRunner commuter rail, are considered to be both minority and low-income lines, because more than 1/3 of the train stations are in or within 3 miles of a minority or low-income census block group.

UTA concludes that LEP populations, which are likely to coincide with minority and/or low-income areas, are well served with transit stops.

Factor 2: The frequency with which LEP persons come in contact with UTA programs, activities or services

Employee Surveys

UTA assessed the frequency with which employees have contact with LEP persons. A survey was conducted in November and December 2010 with employees who have frequent contact with the public, which includes Bus Operators, Transit Police Officers and Train Hosts.

One question the survey asked was: "How many times in an average week do you encounter a language barrier when communicating with your customers?" The average number of times was 2.9. The range and frequency of answers follows.

Range was from 0 to 12.

Number of times per week	Frequency of responses
0 to 1	38%
2 to 3	35%
4 to 5	12%
6 to 7	15%
8 to 12	4%

Another question from the survey was: “If you can tell what language besides English the customers are speaking, what are the top 3 languages you encounter?” The results from the survey confirm that Spanish is by far the predominant non-English language in the area.

Language Spoken	Percent of Responses
Spanish	58.5%
Asian languages (includes Korean, Japanese, Chinese, and Vietnamese)	22.3%
Middle East languages (includes Pakistan, Arabic)	9.6%
Russian	4.3%
French	3.2%
South Pacific languages (Tongan, Samoan)	2.2%
Portuguese	1%
German	1%
African languages	1%

Customer Contact

UTA’s Customer Service department reports around 15 to 20 calls a day for information in Spanish. Requests for information in other languages are infrequent.

UTA’s website, www.rideuta.com, has undergone many changes over time. During 2009 and 2010, we had one Spanish language page on the website, which was a rider’s guide on how to use the system and pay fares. Tracking of hits from November 2009 through November 2010 show that the page received an average of 4.5 visits per day, with a maximum of 14 visits per day.

Beginning in May 2011, the website has shown a "how to" video in Spanish about using UTA's Ticket Vending Machines. There is also a drop-down box at the top of every screen which says “Select Language”, and the user can choose Spanish to get an automated translation of anything on the site.

Factor 3: The nature and importance of programs, activities or services provided by UTA to LEP people's lives

Public transportation is vital to many people's lives. According to the DOT's LEP Policy Guidance, "providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment." Therefore, the transportation programs UTA provides are critical to many, especially for people without access to personal vehicles.

In rare situations, such as in an emergency, lack or delay of language services to LEP people relating to emergency response procedures or safe evacuation could possibly be life threatening.

Factor 4: The resources available to UTA and costs to provide LEP assistance

UTA is committed to assuring that resources are used to reduce the barriers that limit access to information and services by LEP persons. Many costs associated with delivery of service to LEP individuals are already included in the daily cost of doing business with a diverse population.

DOT's LEP Guidance distinguishes *oral language services* ("**interpretation**") from *written language services* ("**translation**"), so UTA will follow these definitions when looking at language assistance.

Current Language Assistance Resources

- UTA employs several bilingual Customer Service Representatives and Paratransit Scheduling Specialists who work various shifts. Agents are able to transfer calls to the representative with the needed language skills. The specific languages and scheduled availability changes with the turnover of staff, but Spanish speakers are usually available. UTA actively seeks to hire more bilingual Customer Service and Paratransit Scheduling staff.
- Since many of our employees have valuable language skills, a UTA Language Bank was created. This is a list of employees who are proficient in languages besides English and can be a resource when dealing with customers. A voluntary survey was administered to employees in November and December of 2010 to gather the data. The list of employees, which notes the ability to speak, read, and write the language, will be maintained by the Title VI Compliance Officer and distributed to all managers and supervisors, and those departments most likely to need ad hoc language interpretation and translation services.
- Whenever UTA advertises public hearings, the notices include a statement saying that printed materials in alternate formats or a language interpreter for non-English speaking participants are available when requested at least five (5) working days prior to the date of the scheduled event. Advertisements are made in local Spanish language newspapers where

available. Notices are also posted on the State of Utah public notices website (<http://pmn.utah.gov>), which has a translation option that includes 35 languages.

- UTA's website (www.rideuta.com) shows a "how to" video in Spanish for UTA's Ticket Vending Machines. There is also a button at the top of every screen which says "Español", and the user can get a Spanish translation of anything on the site.
- Ticket vending machines at TRAX and FrontRunner stations have instructions in English and Spanish.
- Paratransit Operations has produced its Riders' Guide and Eligibility Brochure in Spanish, and both are available on UTA's website. A Riders' Guide brochure in Spanish for fixed route service is also available.
- Universal symbol pictures are on signs in buses, TRAX vehicles, and at stations showing safety warnings and rules for riding.
- Spanish instructions are on many buses, trains, and amenities (such as instructions for standing behind the yellow line, how to signal the operator for a stop, surrendering certain seats for passengers with disabilities, and location of emergency exits).
- UTA established a contract with CTS LanguageLink for telephone interpreting services. Information on how to use the service was distributed to all managers, supervisors, and Office Coordinators, and to all Customer Service employees. Training was held for Customer Service employees on how and when to use the service and new employees are given training and instructions. UTA's intention is to handle the language needs with internal staff as much as possible, and then use CTS LanguageLink when a UTA staff person is not available with that particular language skill.
- UTA has also established a contract with a community organization, the Refugee and Immigrant Center, for in-person interpreters. Document translation is also available.

IV. Language Assistance Implementation Plan

To evaluate possible improvements or alter the mix of language assistance services that UTA provides, resources that could be used for providing LEP assistance were reviewed. This included determining the cost of a professional interpreting and translation service, identifying which documents would be considered "vital" for translation, taking an inventory of community organizations that UTA could partner with for outreach and translation efforts, and the amount of staff training that might be needed.

The following sections outline the goals and processes UTA will follow to make improvements to the language assistance programs. Where resources are not available to implement all desired programs, ideas will be prioritized by importance and cost effectiveness by UTA's top management, with recommendations from the LEP Committee and from community organizations UTA has partnered with.

Task 1: Identifying LEP Individuals Who Need Language Assistance

The four factor analysis, in section III of this plan, shows the percentages and estimates of the number of people in the LEP population in UTA's service area.

UTA will continue to maintain maps which show census block groups where higher than average concentrations of LEP persons reside. These maps will be updated when new census data becomes available. Current maps can be viewed in Appendix 2.

There are also several measures that can be taken to identify individuals who may need language assistance:

- When open houses or public meetings are held, a sign-in table is set up with a staff member there to greet and briefly speak to each attendee. This conversation will allow the employee to informally gauge the attendee's ability to speak and understand English. If an interpreter of that language is available, the LEP person will be directed to speak with the interpreter. If no one is available, the employee can give the LEP person a card with information on where interpretation services can be obtained.
- Notices of open houses and public meetings will contain an explanation that language assistance for LEP persons is available upon request, along with a contact name and phone number.
- Employees at public events could utilize the telephone interpreting service for help dealing with LEP persons at the meeting. If requests are made ahead of time, in-person interpreters will be made available.
- Customers who come in to UTA offices or who call on the phone will be greeted by a Customer Service Representative who has been trained on how to deal with LEP persons, and can connect them with appropriate interpreting services, either an in-house employee or the telephone interpreting service.
- An automated Customer Service telephone menu system can answer many schedule questions in Spanish. Those needing more assistance can be connected to a Customer Service Representative.

Task 2: Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. UTA staff will respond to LEP persons in the most efficient and cost-effective way available, whether by telephone or in writing.

This section lists the ways in which language assistance will be provided.

UTA Standard:

Due to the wide gap between the number of Spanish LEP speakers and all the other language

groups, UTA will routinely make vital document translations available in Spanish. Other languages will be added to this translation list if the proportion exceeds 4% LEP speakers in the UTA service area, as based on American Community Surveys. Vital documents in other languages will be made available upon request or through use of the telephone interpreting service to have a document read to the LEP person. For verbal interpretation, UTA will seek to provide interpretation service in any language needed, whether by using a qualified multi-lingual employee, another qualified in-person interpreter, or by using the telephone interpreting service.

1. Written Translation of Vital Documents

“Vital documents” are defined as those documents without which a person would be unable to access transit services. If interactions with the public include letters, notices, or forms, and the nature of these documents would be considered of critical importance to the LEP person, consideration shall be given to written translation of the documents or forms.

Below are examples of vital documents that require consideration for translation in Spanish.

- Title VI complaint process and forms
- General customer complaint processes and forms
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes
- Interior vehicle signs, handouts and stickers displaying safety or system information
- Notices of public hearings regarding proposed service plans, projects, or fare changes.
- Emergency information

Whether or not a document (or the information it solicits) is “vital” will depend on the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not accurate or timely disseminated. Where appropriate, department heads are encouraged to create a plan for consistently determining over time what documents are “vital” to the meaningful access of the LEP populations they serve.

Sometimes a very large document may include both vital and non-vital information. This may also be the case when the document title and a phone number for obtaining more information on the contents of the document in languages other than English is critical, but the document is sent out to the general public and cannot reasonably be translated into many languages. In a case like this, vital information may include, for instance, providing information in appropriate languages regarding where an LEP person might obtain an interpretation or translation of the document.

Written translation shall be done by a professional translator, community volunteer, or employee who has a demonstrated ability to communicate or translate information accurately in both English and the target language.

2. Signage

UTA's Title VI Compliance Officer will work with the departments involved to determine what signage on vehicles or at transit stops and stations needs to be translated into Spanish.

UTA public buildings frequented by customers will be evaluated to determine the feasibility of posting signage or notices in the most commonly spoken languages stating that interpreters are available, and the phone number to reach UTA Customer Service to get that assistance.

3. Providing Oral Language Assistance

UTA will not pass on to our customers the cost of providing language assistance to meet our LEP requirements. UTA will provide competent interpreters in a timely manner. The following are ideas that UTA has evaluated and will implement as resources become available to add to our current language assistance offerings.

- UTA will partner with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on UTA programs and services.
- A "Language Assistance Toolkit" will be available for Operators and other staff who interact regularly with the public. This toolkit will contain resources to help employees when dealing with LEP persons. Items in the kit may include:
 - "I Speak" charts which list various languages and let LEP persons point to identify their language.
 - "Interpreter" cards which can be distributed to customers. The card states "Interpreter" in the nine most commonly used languages in the area, and gives the UTA Customer Service phone number (below).



- Pamphlets in Spanish on how to ride UTA
 - A reference brochure with common transit phrases in English and Spanish
- UTA will post the UTA Title VI Compliance Policy and basic LEP Plan information on the agency website, www.rideuta.com.
- UTA will take reasonable steps to hire personnel with specific language skills. This may

include using terminology similar to “second language skills preferred” on job announcements and ads, and giving extra credit for these skills during the selection process.

- During the evaluation process for people with disabilities at the UTA Evaluation Center, which UTA requires to qualify for Paratransit service, many LEP customers prefer to bring their own interpreter to appointments. The evaluation gathers detailed and personal information about the extent of the customer’s physical and mental limitations and functional abilities. UTA will continue to ask LEP customers to bring their own interpreter to these evaluation appointments. If a customer does not know someone who can interpret, UTA will provide a qualified interpreter.

Family, Friends and Bystanders: Surveys with UTA Bus Operators indicate that most of the time another person is present on the vehicle who can assist in interpreting the language for LEP customers. UTA personnel should only use family, friends or bystanders for interpreting in informal, non-confrontational contexts, and only to obtain basic information at the request of the LEP customers. Using family, friends or bystanders to interpret could result in a breach of confidentiality, a conflict of interest, or an inadequate interpretation. Barring a difficult circumstance, UTA personnel should not use minor children to interpret.

Difficult Circumstances: UTA personnel are expected to follow the general procedures outlined in this Plan; however, difficult circumstances may require some deviations. In such situations, employees are to use the most reliable, temporary interpreter available, such as bilingual UTA personnel or a bystander. In an emergency, employees should ensure that everyone follows applicable evacuation or other procedures, and should be on the lookout for anyone who may not understand verbal instructions in English.

Ensuring the competency of interpreters and translators

UTA will verify the competency of people who may act as interpreters and translators as much as possible.

- UTA will ask the interpreter or translator to demonstrate the ability to communicate or translate information accurately in both English and the target language.
- UTA will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities.
- UTA will instruct the interpreter or translator not to deviate into a role as counselor, legal advisor, or any other role aside from interpreter or translator. Interpreters working for UTA must restate the UTA representative’s words in the target language and also translate replies in English for the representative, without adding any comments or asking any questions of their own.
- UTA will ask interpreters or translators to attest that they do not have a conflict of

interest on the issues for which they would be providing interpretation services.

Task 3: Training Staff

UTA employees should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in positions with regular public contact should be properly trained.

UTA will provide training to ensure that:

- Employees having contact with the public know about LEP policies and procedures.
- Employees having contact with the public are trained to work effectively with in-person and telephone interpreters.

UTA employees that are likely to come into frequent contact with LEP persons include:

- Customer Service Representatives and Telephone Information Specialists
- Paratransit Reservation agents
- Transit Police
- Bus Operators (Train Operators will be trained as resources allow, since they do not have much public contact.)
- Train Hosts

Management staff, even if they do not interact regularly with LEP persons, will be included to ensure they are fully aware of the language assistance plan.

LEP Training Plan

Training will be combined when possible with other re-training or new training sessions that might be scheduled.

LEP training shall include the following information.

- 1) A summary of the UTA's LEP responsibilities under the DOT LEP Guidance;
- 2) A summary of UTA's language assistance plan and procedures;
- 3) A summary of the number and proportion of LEP persons in UTA's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;

- 4) A description of the types of language assistance that UTA is currently providing and instructions on how agency staff can access these products and services.

Task 4: Providing Notice to LEP Persons

It is important to let LEP persons know what language services UTA provides and that those services are available free of charge. Notification ideas that UTA will use include:

- Having cards to distribute which state “Interpreter” in the nine most commonly used languages in the area, and lists the UTA Customer Service phone number to get that assistance.
- Stating in outreach documents (brochures, booklets, pamphlets, and flyers) that language services are available free of charge, and giving the phone number where those services can be obtained.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Including notices in local newspapers in Spanish, and other languages as feasible.
- Providing notices to non-English language radio and television stations about the availability of language assistance services for important events.
- Presentations and/or notices at schools and religious organizations serving many non-English speakers, letting them know of important actions or where community involvement is critical.

Existing public service announcements and community outreach

UTA typically communicates to the public through the following methods:

- Announcements and handouts available in vehicles and at stations
- UTA website and social media sites
- Customer service phone lines
- Press releases
- Newspaper, radio, and television advertisements
- Announcements and community meetings
- Information tables at local events

Some of these communication tools are geared towards riders who are using the system, while other methods are intended to reach members of the public at large, who may or may not use the transit system. Both methods can be used to inform people of the availability of language assistance.

Targeted Outreach to LEP Populations

Targeted community outreach can consist of meeting with agencies that serve LEP populations and attending community meetings and events to inform people of the agency's service in general and that language assistance is available.

UTA will seek to partner with its existing community contacts and other agencies that are seen as credible and trusted to notify the LEP population of the availability of language services. Notification can also be distributed through programs used by LEP persons, such as English classes for speakers of other languages.

Task 5: Monitoring and Updating the LEP Plan

UTA will determine, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and how we might want to provide notice of any changes in services to the LEP public and to employees. UTA will also consider whether changes in demographics, types of services, or other needs require more frequent reevaluation of the LEP plan.

Evaluation of this LEP plan will help track UTA's outreach efforts, discover dissemination problems, make corrections, and find out whether language services provided have impacted UTA ridership and/or relations with local immigrant and other LEP communities. The results of this monitoring will help improve future efforts, as the LEP plan is meant to be an evolving product which will be updated as needed.

LEP Committee

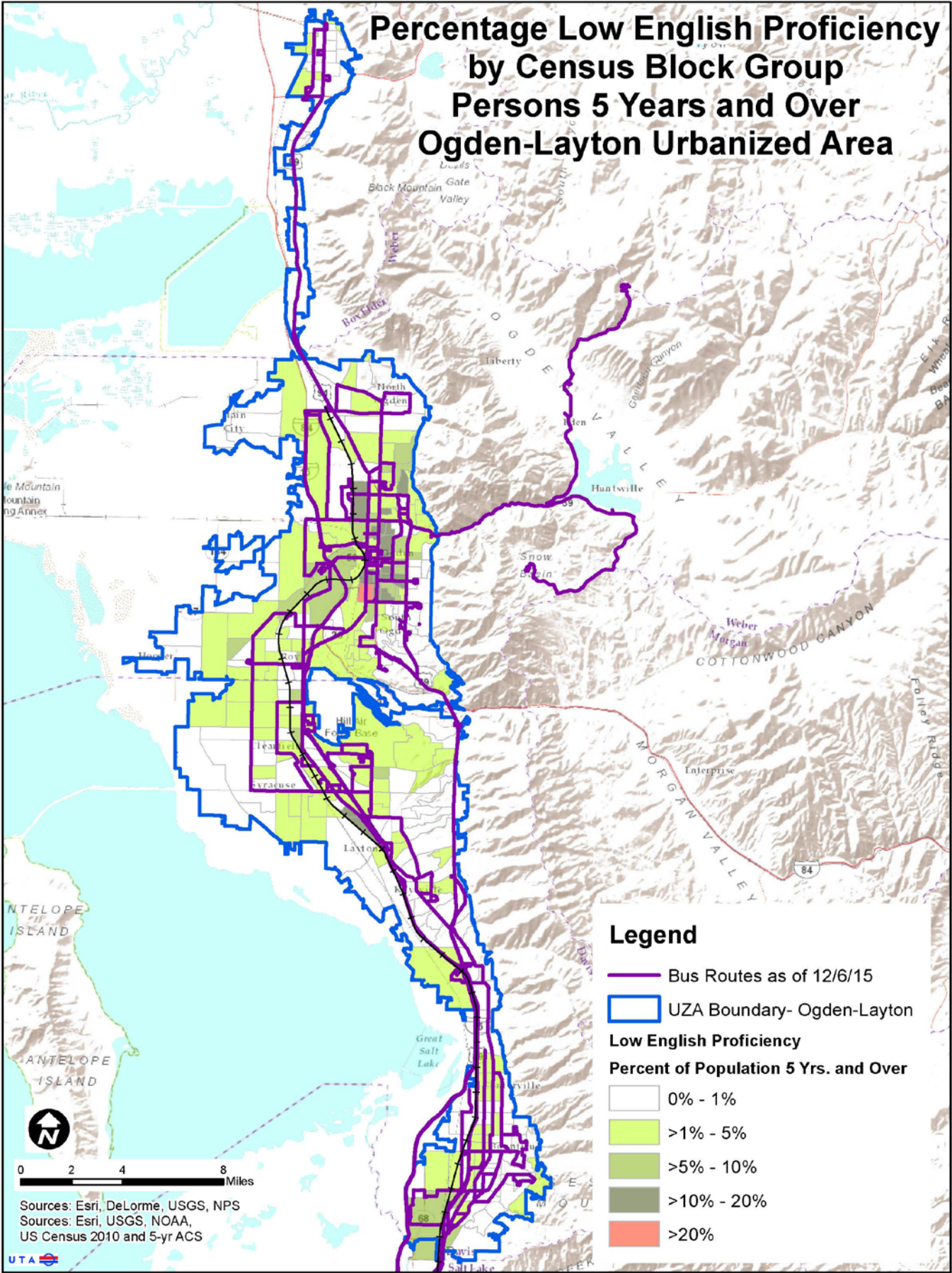
A committee of UTA employees has been formed to evaluate and monitor LEP services offered by UTA, facilitated by the Title VI Compliance Officer. The goal of the committee is to ensure that LEP individuals have meaningful access to services and benefits. Members of the committee will be made up of UTA personnel, including representatives from the Civil Rights, Planning, Marketing, Customer Service, Operations, and Legal departments. Community representatives will be consulted for their ideas and input on proposed actions, and UTA will use various methods to seek feedback from the community.

The responsibilities of the LEP Committee shall include reporting to the agency regarding the activities noted below.

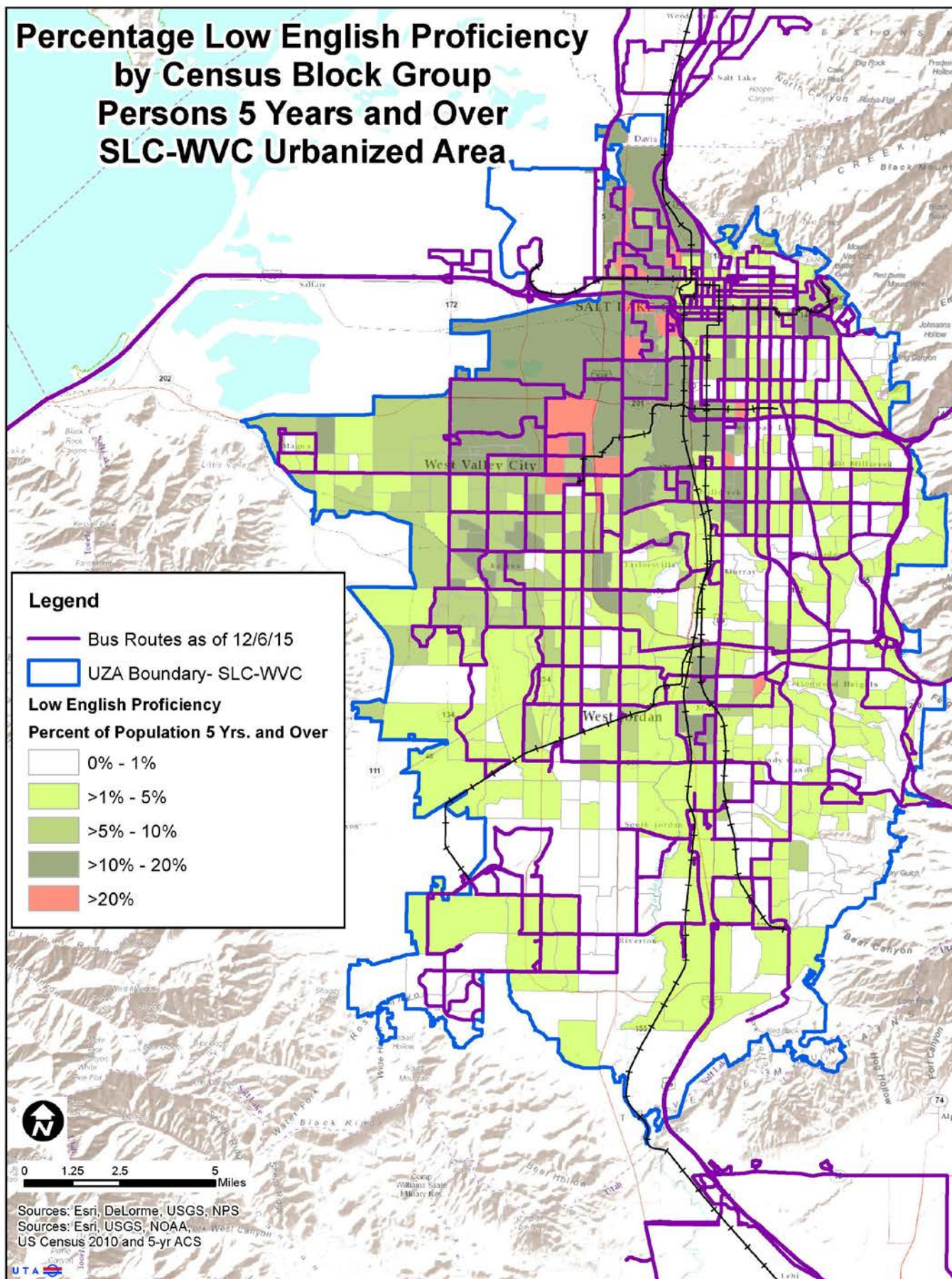
- **Study LEP Service.** Obtain concrete data regarding LEP service through a comprehensive analysis of the service provided. (Factors to be reviewed are outlined below.)
- **Identify Critical Insufficiencies.** Inform the authority of any deficiency in LEP service which precludes meaningful access by LEP individuals to the programs administered by UTA.
- **Evaluate Suggested Improvements.** Review suggestions for improvement to LEP service and determine whether implementation is practical, economical and consistent with the mission of the authority.

- **Implement Economical Suggestions.** Monitor the implementation of suggested improvements which can be accomplished at a nominal cost to the authority.
- **Prioritize Suggested Improvements.** Prioritize those suggestions which cannot be implemented at a nominal cost to the authority. Consideration should be given to the number or proportion of LEP individuals who will benefit from the suggested improvement, the cost to the authority, and whether the change can be implemented in a manner consistent with, and without unduly burdening, the fundamental mission of the authority.

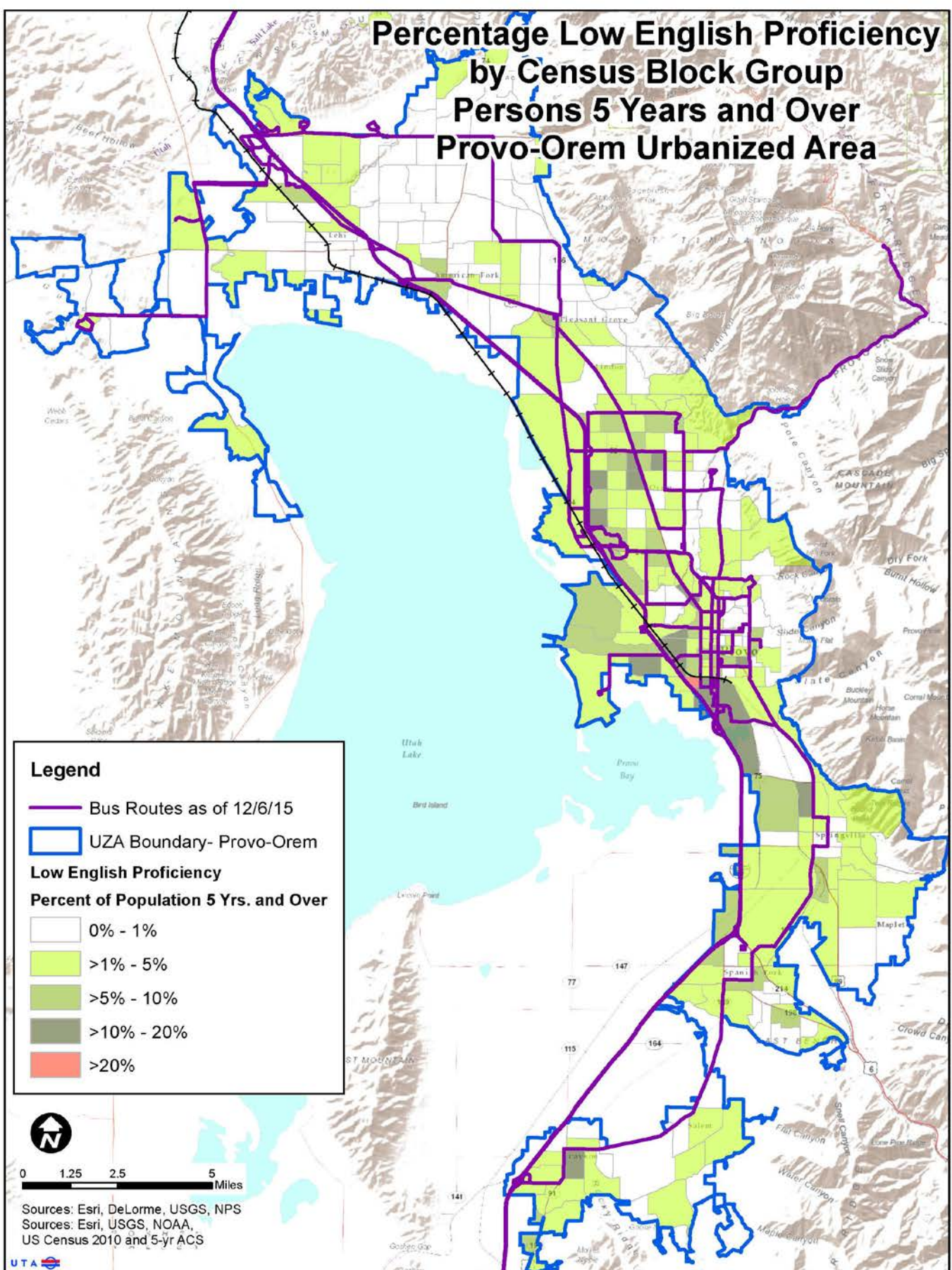
Exhibit 1: LEP Maps of UTA Service Areas



Percentage Low English Proficiency by Census Block Group Persons 5 Years and Over SLC-WVC Urbanized Area



Percentage Low English Proficiency by Census Block Group Persons 5 Years and Over Provo-Orem Urbanized Area



Appendix 8: Title VI Equity Analysis of Constructed Facilities

(Excerpt from “Central Bus Operations and Maintenance Facility Environmental Assessment and Draft Section 4(f) Evaluation,” May 2012, pages 48 – 51, previously submitted to FTA)

Environmental Justice and Title VI Issues

Title VI of the Civil Rights Act requires that federal programs and expenditures are not discriminatory and that benefits of federal investments and programs are shared across the population. Executive Order 12898, signed in 1994, was designed to focus federal attention on environmental and human health conditions in minority and low income communities with the goal of achieving environmental justice.

Utah Transit Authority (UTA) System-Wide Compliance

UTA is required to meet the requirements of Title VI and is subject to periodic compliance reviews. The system-wide compliance would be submitted separately by UTA.

Proposed Action

Three aspects of environmental justice that were considered relative to the Proposed Action are:

- Adjacent community impacts
- Impacts on minority business owners and tenants
- Changes in transit service

Adjacent Community Impacts

The Proposed Action site is located in one of Utah's most densely populated counties. Population in the region has grown substantially over the past 15 years. Demographic data for the area is shown in Table 12. The data is shown for Salt Lake City and the two census tracts that contain the project area. The defined tract areas are shown in Figure 9. Tract 1025 includes the majority of the project area and Tract 1140 includes the southern edge of the site and areas south to 900 South and east to 200 East. These census tracts have a higher percentage of renter-occupied housing units than Salt Lake City. The percentage of households below poverty level is also higher in Tracts 1025 and 1140 than Salt Lake City, particularly in Tract 1025.

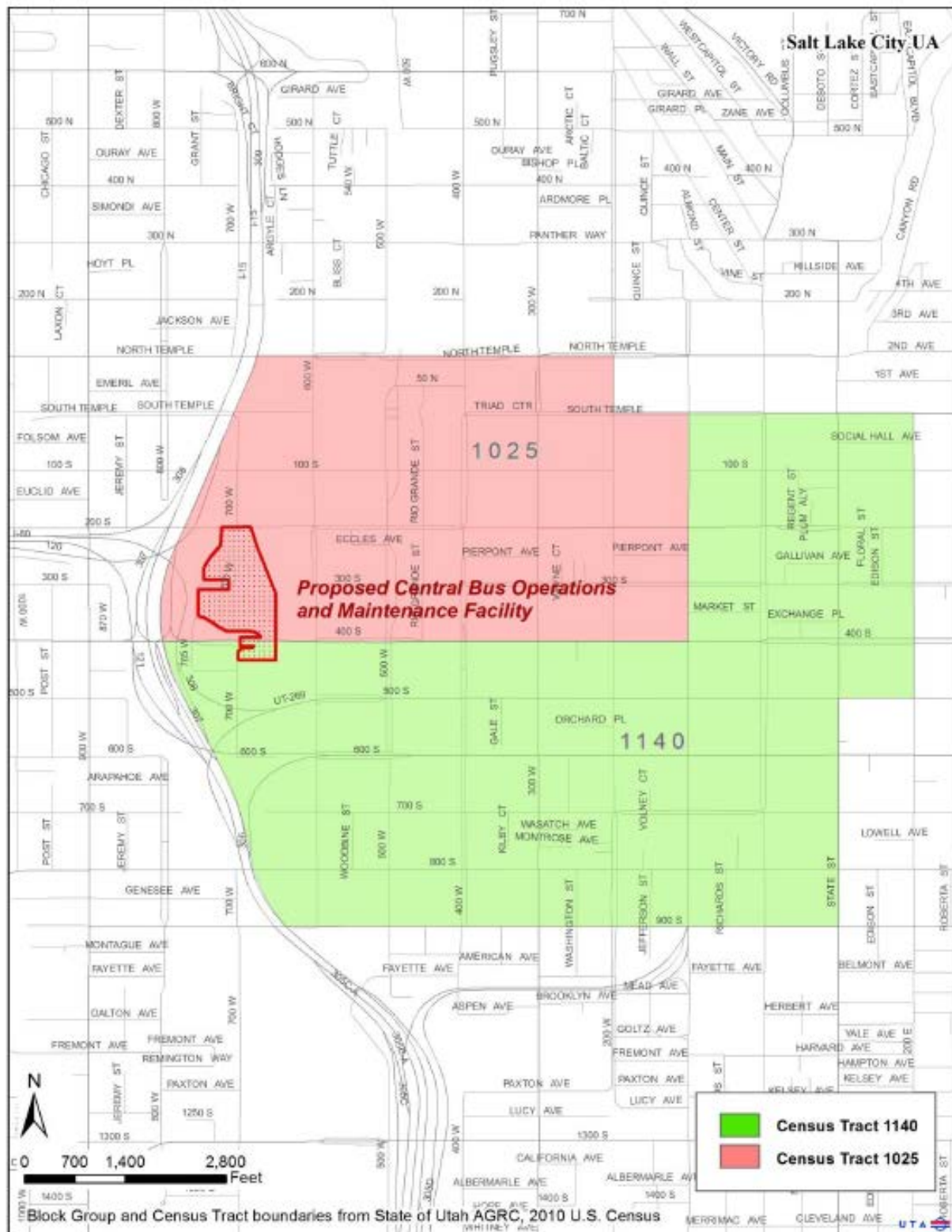
No residential communities are located adjacent to the project site. A residential community is located on the west side of I-15. The interstate, I-15, is built on a raised structure running north to south parallel to the western side of the proposed site. Any traffic increase associated with the project would be minimal (~80 vehicles per peak hour). Therefore, the Proposed Action would not significantly impact the communities west of I-15.

Table 12: Demographics/Income of Area Population

Characteristic	Salt Lake City	Tract 1025	Tract 1140
Total Population	186,440	3,460	1,501
Total Number of Housing Units	80,724	1,939	1,219
<i>Income/Ownership</i>			
% Individuals Below Poverty Level	17.5	46.1	18.0
% Owner-occupied Housing	48.4	12.3	38.4
% Renter-occupied Housing units	51.6	87.7	61.6
<i>Age</i>			
% 18 Years and Older	77.5	91.0	94.0
% 65 Years and Older	9.4	6.3	13.5
<i>Race</i>			
% White/Caucasian	75.1	76.0	82.9
% African American	2.7	6.9	3.6
% Native American	1.2	2.5	2.4
% Asian	4.4	5.0	3.5
% Native Hawaiian and Other Pacific Islander	2.0	1.0	0.5
% Some Other Race	10.7	4.4	4.1
<i>Ethnicity</i>			
% Hispanic or Latino (any race)	22.3	16.8	12.8

Source: U.S. Census Bureau, 2010

Figure 9: Census Tracts 1025 and 1140, Salt Lake County, Utah



Impacts on Minority Business Owners and Tenants

As shown in Table 8 and as previously stated in the Land Acquisition and Displacements Section, four businesses would be displaced as a result of the Proposed Action. Two businesses lease the property and the remaining two businesses own the property they occupy. None of the businesses to be relocated are known to be minority owned. Geneva Rock Products is adjacent to the site on the west side and will remain at its current location. Three additional businesses, including FFKR Architects, Metro Group Metal Recycling, and Thornton Plastics are located south of the proposed site. None of the businesses are known to be minority owned.

Changes in Transit Service

The Central Bus Operations and Maintenance Facility would be moving approximately two blocks southwest of the current location. Therefore, the Proposed Action would not require any route changes for UTA buses.

Proposed Action

The existing Central Bus Operations and Maintenance Facility is located two blocks northeast of the Proposed Action site. The Proposed Action would occur in the same community as the existing Central Bus Operations and Maintenance Facility. The proposed Central Bus Operations and Maintenance Facility would include improvements and possibly environmental cleanup at the Proposed Action site, which would enhance the overall community. Although the Proposed Action site is located near a minority and low-income community, there would be no disproportionately high adverse effects on those populations. No mitigation measures are recommended.

No-Action Alternative

The No-Action Alternative would reduce adequate bus service for low-income or minority populations in the area.

UTA's Environmental Analysis was submitted to the Federal Transit Administration Region 8. Below is an excerpt of FTA's "Finding of No Significant Impact (FONSI) for the Central Bus Operations and Maintenance Facility" on the Environmental Justice analysis, issued in June 2012, pages 6-7.

Environmental Justice

...UTA performed an environmental justice analysis as part of the EA. The analysis showed that the proposed action will not result in a disproportionately high and adverse effect on minority or low-income populations. The proposed action is likely to have a positive effect on the area by improving the proposed site. FTA finds that the construction and operation of the Central Bus Operations and Maintenance Facility will not have disproportionately high and adverse effects on low-income or minority populations.

Appendix 9: Results of Service and/or Fare Equity Analyses



Title VI Analysis of Service Changes By Utah Transit Authority

April 14, 2013 Service Changes

Prepared by Ruth Hendricks
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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of federal financial assistance on the basis of race, color, or national origin in administering its program. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to Title VI requirements as outlined in FTA's Circular FTA C 4702.1B.

This analysis has been prepared in accordance with FTA requirements to analyze the impacts on minority and low-income populations of UTA's April 14, 2013 service changes. **The result of UTA's analysis shows that there is no disparate impact to minority populations, and no disproportionate burden for low-income populations from the planned service changes.**

A. Title VI Compliance Policy

FTA rules require that transit providers evaluate the impacts of proposed major service changes on minority and low-income populations. UTA is in the process of adopting a Corporate Policy governing Title VI Compliance to define what constitutes a major service change, minority and low-income designations, minority and low-income routes, and the threshold level for adverse impacts for purposes of Title VI.

1. Major Changes

Pursuant to its Title VI Compliance Policy, UTA will seek public input on the following types of changes, which will be considered "major changes" requiring an equity analysis in compliance with FTA's Title VI Circular:

- 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.
2. *Analysis Framework*

The data UTA uses to measure minority and low-income concentrations is from the US Census at the geographic level of block groups. UTA does not have minority or low-income ridership data on the route level.

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. *Minority and Low-Income Determinations*

a. *Minority*

Based on information from the 2010 U.S. Census, the average minority population in the counties served by UTA is **21%**. Therefore, UTA considers a **minority area** to be a Census block group that has an **average of greater than 21%** minority population.

b. *Low-Income*

FTA's definition of "**low-income person**" is a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. UTA uses the definition found in 49 U.S.C. 5302 as amended by MAP-21, which "refers to an individual whose family income is at or below 150 percent of the poverty line". Information from the American Community Survey for Utah (2006-2010 estimates) shows that in the counties in the UTA service area, the average number of persons per household was **3.1**. The U.S. Department of Health and Human Services 2012 Poverty Guidelines list a poverty threshold of \$19,090 for a household with 3 persons. 150% of the 3-person threshold is **\$28,635**. Since the Census data used for our GIS mapping program does not give exact household income, but rather shows the number of households within various income ranges, UTA uses the income range of \$25,000 to \$30,000 as the cutoff.

The average number of households in the service area within the low-income range is **21.1%**. Therefore, UTA defines a low-income census block group as one where over **21% of the residents have income in the \$25,000 to \$30,000** range or less.

4. *Minority and Low Income Routes*

A "**minority route**" or "**low-income route**" means a route that has at least 1/3 of its total revenue mileage in or within the accepted distance to a Census block group that exceeds the percentage of minority or low-income population in UTA's transit service area. The accepted walking distance to a bus route is ¼ mile and ½ mile for a light rail stop. Accepted

driving distance for a commuter rail stop is 3 miles. To determine rail routes, UTA reviewed the placement of rail stations instead of the revenue miles, since rail travels farther and has fewer stations where the public can access the system. All rail routes are considered both minority and low-income routes since more than 1/3 of the stations are in these protected Census block groups.

5. *Threshold*

UTA has established a threshold for determining whether adverse effects are borne disproportionately by minority or low-income populations. **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. US Census data was noted to have a 90% accuracy rate, so a difference of 5% above and below the stated numbers is possible.

6. *Public Input*

UTA sought public feedback on the Title VI policy. UTA created a public notice which was advertised in local newspapers in the service area. The notice and draft policy was posted on UTA's website, rideuta.com, as well as on the Utah state government's website, Utah.gov, under "Public Notices". The website provides 35 language translation options. An email notification was sent out by the Salt Lake County Office of Diversity Affairs, which maintains an email list that goes to anyone interested in diversity issues. 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.

B. Description of Service Changes

UTA is making service changes due to the start-up of the Airport TRAX (light rail) line as an extension of the Green Line. Additional changes include:

- Adjustments to the FrontRunner (commuter rail) schedule to better reflect running times and to ensure more reliable connections.
- Adjustments to the bus system in northwest Salt Lake County to accommodate the addition of TRAX service on North Temple and serving the Salt Lake International Airport.
- Elimination of the following routes due to low ridership: weekday routes 523 and 527, Saturday service on Route 227, and Sunday service on routes 6 and 240.
- Adjustments to the following Flex services (Flex routes allow for route deviation up to 3/4 mile): Herriman route F547 to 60 minute frequency, elimination of off-peak service to Grantsville route F401, elimination of Syracuse/Hooper route F628 due to low ridership.

UTA received a number of comments from December 2012 through February 2013, saying that since the new FrontRunner South portion of the commuter rail line started up in December 2012, the scheduled times were often not being met, resulting in missed bus connections and other problems for riders. As a result of this feedback, UTA executives decided to change the FrontRunner schedule on

February 19, 2013, even sooner than the normal April 14, 2013 Change Day. The FrontRunner schedule was part of the package of changes meant to improve service in April, and was part of the input sought during the public outreach period. However, by itself, the FrontRunner schedule adjustments do not meet the major change definition.

The following chart lists the routes and the types of change being proposed.

Table 1: List of Service Changes for April 2013

Route	Route Name	Type of Change	Changes
218	Redwood Road	Routing	Adjustment to accommodate the addition of TRAX Green Line service from North Temple to the Airport.
227	2700 West	Availability - weekend	Elimination of Saturday service due to low ridership.
240	4000 West / Dixie Valley	Availability - weekend	Elimination of Sunday service due to low ridership.
517	Jordan Meadows	Routing	Adjustment to accommodate the addition of TRAX Green Line service from North Temple to the Airport.
523	Business Park Shuttle	Route elimination	Elimination of weekday route due to low ridership.
527	Daybreak Shuttle	Route elimination	Elimination of weekday route due to low ridership.
550	Airport	Routing	Adjustment to accommodate the addition of TRAX Green Line service from North Temple to the Airport.
551	International Center	Routing	Adjustment to accommodate the addition of TRAX Green Line service from North Temple to the Airport.
6	6th Avenue	Availability - weekend	Elimination of Sunday service due to low ridership.
704	TRAX Green Line	Route addition	Start of service on the Airport TRAX line as an extension of the Green Line.
750	FrontRunner	Span of service: frequency addition	Adjustments to the FrontRunner schedule to better reflect running times and to ensure more reliable connections. Peak hours with ½ hour frequency were expanded.
F401	Grantsville/ Stansbury Lift	Availability – midday	Elimination of off-peak service to Grantsville.
F522	2200 West	Routing	Adjustment to accommodate the addition of TRAX Green Line service from North Temple to the Airport.
F547	Herriman Lift	Frequency reduction	Elimination of 30-minute frequency during peak hours; becomes 60-minute frequency all day.
F628	Syracuse/Hooper	Route elimination	Elimination of route due to low ridership.

Yellow = Minority Route

Green = Both Minority and Low-Income Route

C. Analysis of Revenue Hours and Miles

As a preliminary analysis, UTA looked at the change in revenue miles and revenue hours before and after the proposed changes. The following tables summarize the overall changes to the impacted routes in the UTA system. Table 2 compares the revenue hours and Table 3 compares the revenue miles.

Table 2: Summary of Revenue Hours

All Affected Routes	12/9/2012 Revenue Hours	4/14/2013 Revenue Hours	Difference	% Change
Total of Routes	1,360.0	1,676.6	316.6	23.3%
Minority Routes	973.4	1329.7	356.3	36.6%
Low-Income Routes	927.3	1312.9	385.6	41.6%

Table 3: Summary of Revenue Miles

All Affected Routes	12/9/2012 Revenue Miles	4/14/2013 Revenue Miles	Difference	% Change
Total of Routes	56,515.6	60,889.8	4,374.2	7.7%
Minority Routes	33,672.8	39,740.4	6,067.6	18.0%
Low-Income Routes	31,653.2	38,978.1	7,324.9	23.1%

As an initial analysis, these comparisons show that there is no negative impact to either minority or low-income populations resulting from the planned service changes. In fact, the protected populations will see greater service increases than the overall system.

D. Title VI Impact Analysis

Adverse effect is measured by the change between the existing and proposed service levels.

To analyze adverse effects, routes are classified as “minority routes” or “low-income” routes if 1/3 or more of the route’s miles are in a minority or low-income census tract, using data from the 2010 US Census. Bus routes add a ¼ mile buffer to include a generally accepted walking distance.

For the rail system, a different approach was taken since there are more miles travelled and fewer points where the public can access the system. To make the minority and low-income determinations for rail, the number of stations in a minority and/or low-income census block group was compared to the total stations on the line. For the light rail system, a station is considered to be a minority or low-income station if it is in or within ½ mile of a minority or low-income census block group. For commuter rail, a station is considered to be a minority or low-income station if it is in or within 3 miles of a minority or

low-income census block groups. The following table shows the status of the stations on the FrontRunner line.

FrontRunner Commuter Rail	Minority Stations	Low-Income Stations
Total stations: 16	10 (62.5%)	9 (56.3%)

1) Population Comparison

Regional Population Data

Total Service Area Population	Total Minority Population	% Minority	Total Households	Total Low-Income Households	% Low-Income Households
2,192,127	629,642	29%	664,137	142,512	21%

Affected Routes – Negative Impacts

Affected Routes	Type of Change	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
Salt Lake BU Routes	Routing, addition, reductions, eliminations	148,658	25,962	17.5%	50,492	14,269	28.3%
Total Flex Routes	Reductions, eliminations	93,312	9,079	9.7%	33,001	5,898	17.9%
Total		251,858	37,488	14.9%	87,400	21,803	24.9%

Affected Routes – Positive Impacts

Affected Routes	Type of Change	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
TRAX Airport Line	Addition	9,888	2,447	24.8%	3,908	1,636	41.9%

In order to calculate the affected population, the bus routes in the Salt Lake Business Unit were combined and a ¼ mile buffer applied to the area in aggregate. This was done because the routes cross over each other in a number of places, so calculating the routes separately would result in double counting of those areas. See Exhibit 1 at the end of this report for a map of the Salt Lake Business Unit's affected routes. The Flex Routes were calculated individually. To calculate the population for

the TRAX Airport Line, a ½ mile buffer was applied to each station, since there are limited points for people to access the line.

The result of UTA's analysis shows that there is no disparate impact to minority populations, and no disproportionate burden for low-income populations from the planned service changes.

For negative impacts, the affected minority population (14.9%) is less than the system-wide average (29%). The affected low-income population (24.9%) is more than the system-wide average (21%), but within the 5% threshold.

Looking at the positive impact of the new TRAX Airport line, the impacted minority population (24.8%) is less than the system-wide average (29%), so they appear to be getting less benefit, but it is within the 5% threshold. The impacted low-income population (**41.9%**) gets a particular benefit, since this is much higher than the system-wide average (21%). The benefits of the Airport line will positively impact the entire system, since it is an extension of the Green Line, which is both a minority and low-income route. The network of light rail, commuter rail, and bus routes connect with each other and can be used by nearly all riders to travel to the airport.

Exhibit 1: Salt Lake Business Unit Affected Bus Routes

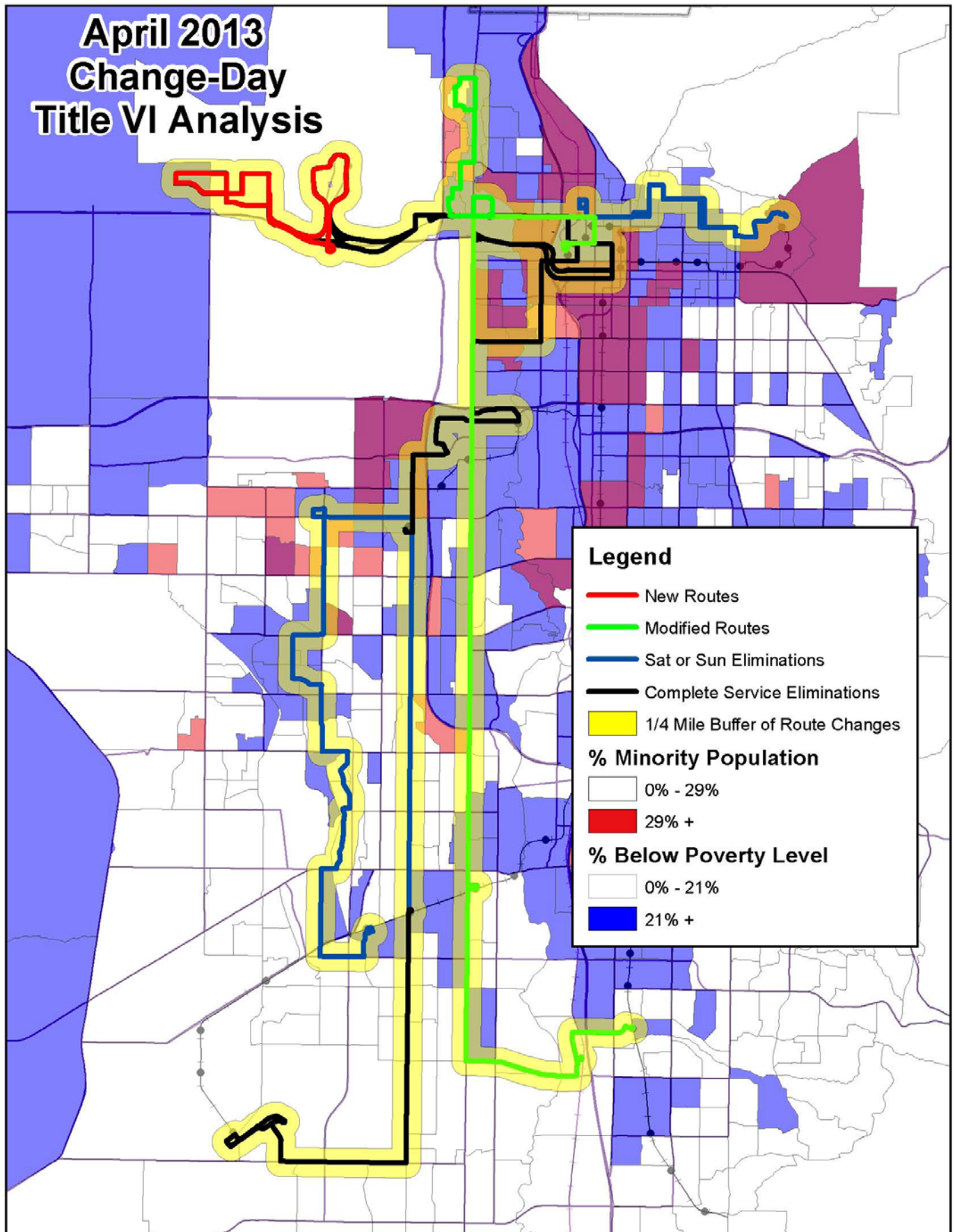


Exhibit 2: Airport TRAX Line Map

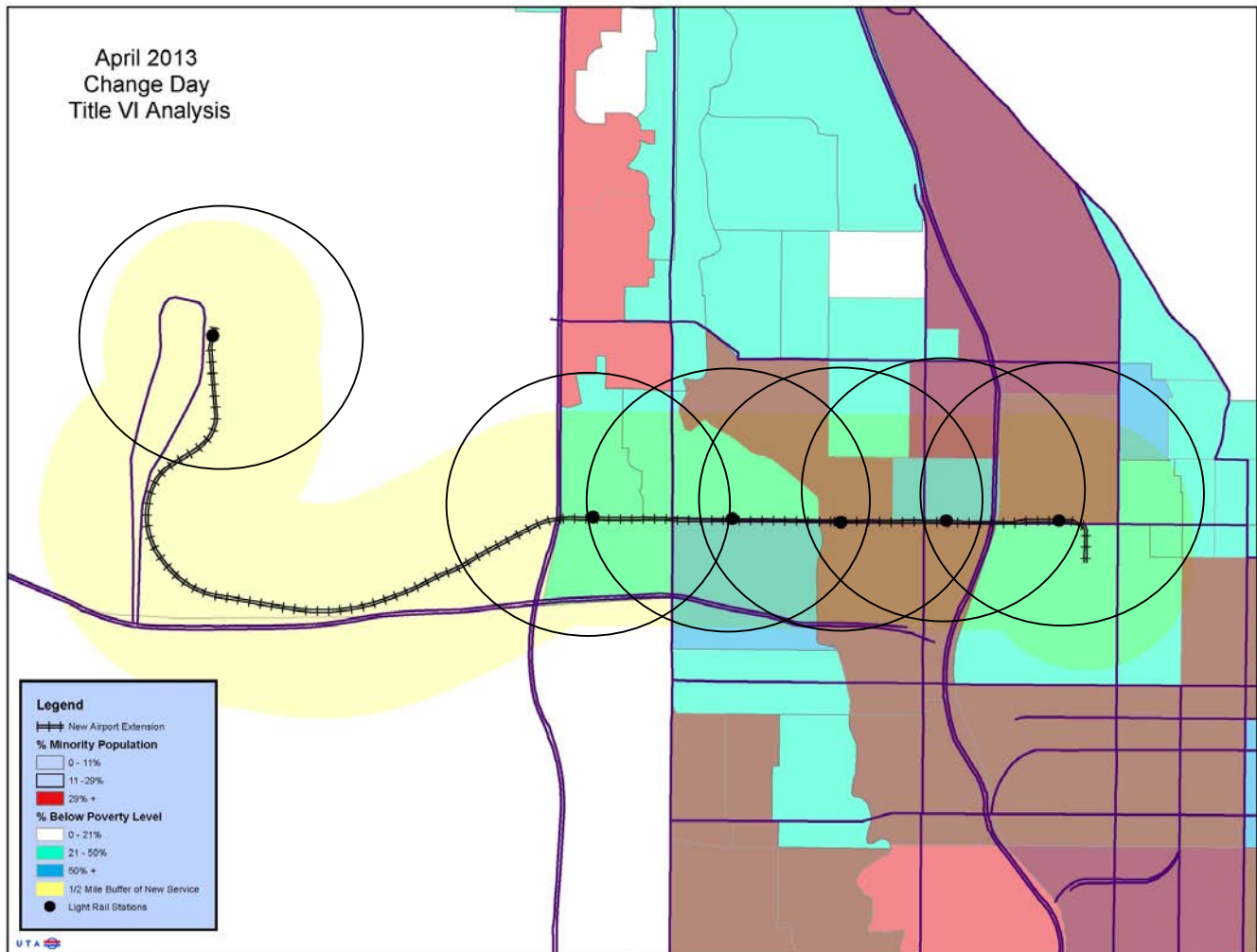
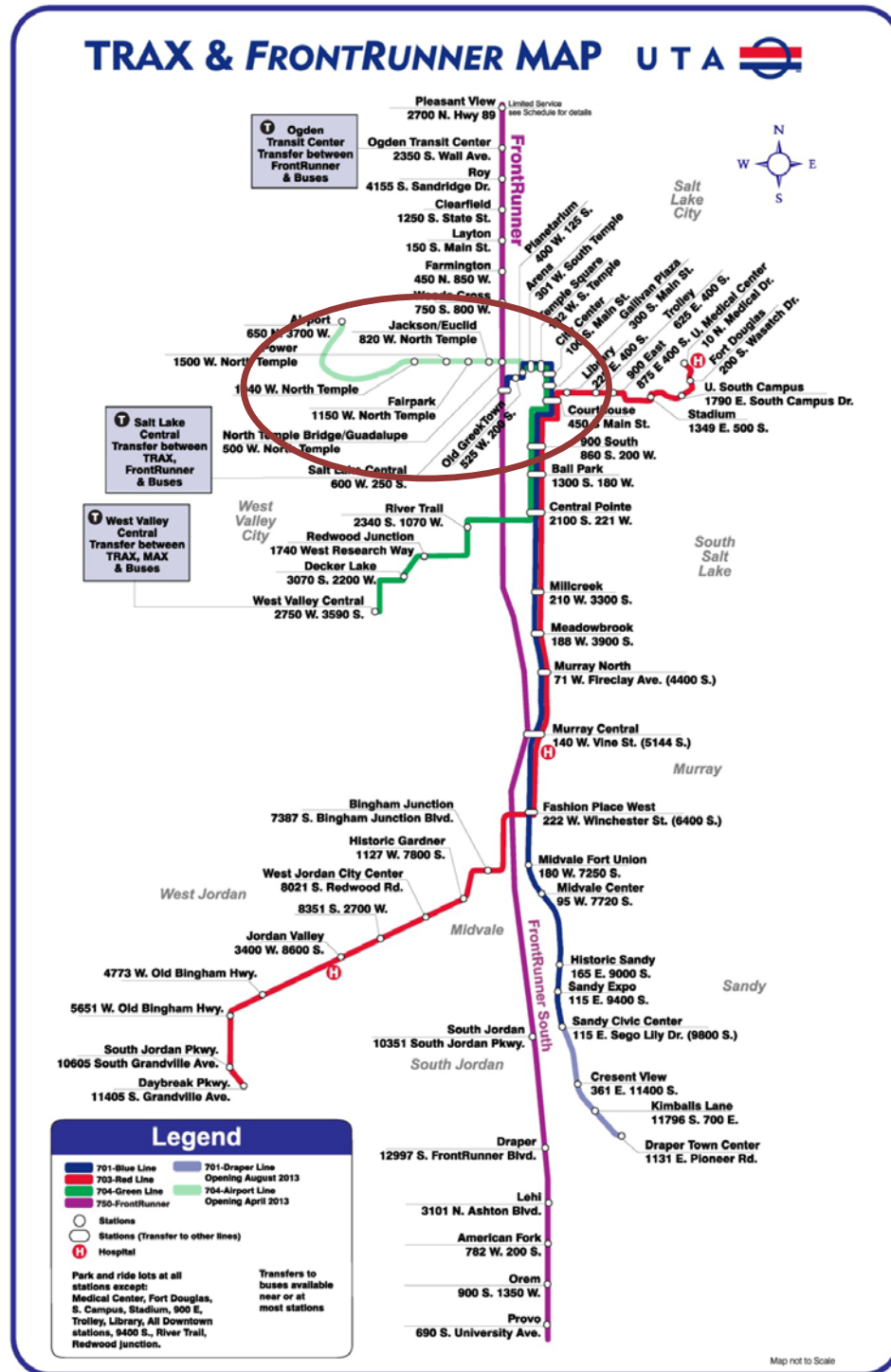


Exhibit 3: System-wide Rail Map





Title VI Analysis of Service Changes By Utah Transit Authority

August 18, 2013 Change Day

Prepared by Ruth Hendricks
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669 West 200 South, Salt Lake City, UT 84101
801-741-8871

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of federal financial assistance on the basis of race, color, or national origin in administering their programs. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to Title VI requirements as outlined in FTA's Circular FTA C 4702.1B.

This analysis has been prepared in accordance with FTA requirements to analyze the impacts on minority and low-income populations of UTA's Draper light rail segment opening in August, 2013.

The result of UTA's analysis shows that there is no disparate impact to minority populations. There is some disproportionate burden for low-income populations relating to bus service changes in the Utah county area from the planned bus service change. This will be discussed in detail in the following analysis.

B. Title VI Compliance Policy

FTA rules require that transit providers evaluate the impacts of proposed major service changes on minority and low-income populations. UTA is in the process of adopting a Corporate Policy governing Title VI Compliance to define what constitutes a major service change, minority and low-income designations, minority and low-income routes, and the threshold level for adverse impacts for purposes of Title VI.

1. Major Changes

Pursuant to its Title VI Compliance Policy, UTA will seek public input on the following types of changes, which will be considered "major changes" requiring an equity analysis in compliance with FTA's Title VI Circular:

- a. The addition of service, meaning the creation of a new bus route or the opening of a new rail line.
- 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.

2. *Analysis Framework*

The data UTA uses to measure minority and low-income concentrations is from the 2010 U.S. Census at the geographic level of block groups. UTA does not have minority or low-income ridership data on the route level.

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. *Minority and Low-Income Determinations*

a. *Minority*

Based on information from the 2010 U.S. Census, the average minority population in the counties served by UTA is **28.7%**. Therefore, UTA considers a **minority area** to be a Census block group that has an **average of greater than 29%** minority population.

b. *Low-Income*

FTA's definition of "**low-income person**" is a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. UTA uses the definition found in 49 U.S.C. 5302 as amended by MAP-21, which "refers to an individual whose family income is at or below 150 percent of the poverty line". Information from the American Community Survey for Utah (2006-2010 estimates) shows that in the counties in the UTA service area, the average number of persons per household was **3.1**. The U.S. Department of Health and Human Services 2012 Poverty Guidelines list a poverty threshold of \$19,090 for a household with 3 persons. 150% of the 3-person threshold is **\$28,635**. Since the survey data used for our GIS mapping program does not give exact household income, but rather shows the number of households within various income ranges, UTA uses the income range of \$25,000 to \$30,000 as the cutoff.

The average percentage of households in the service area within the low-income range is **21.1%**. Therefore, UTA defines a low-income census block group as one where over **21% of the residents have income in the \$25,000 to \$30,000** range or less.

4. *Minority and Low Income Routes*

A "**minority route**" or "**low-income route**" means a route that has at least 1/3 of its total revenue mileage in or within the accepted distance to a Census block group that exceeds the percentage of minority or low-income population in UTA's transit service area. The

accepted walking distance to a bus route is ¼ mile, ½ mile for a light rail stop, and accepted driving distance for a commuter rail stop is 3 miles. UTA may supplement this service area data with route-specific data in cases where the route miles do not reflect the characteristics of the census block group. For example, if a route has less than 1/3 of the revenue miles in a minority census block, but an analysis of the stops or ridership on the route shows that 1/3 or more stops or riders are in minority areas, this route can be considered a minority route.

5. *Threshold*

UTA has established a threshold for determining whether adverse effects are borne disproportionately by minority or low-income populations. **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. US Census data was noted to have a 90% accuracy rate, so a difference of 5% above and below the stated numbers is possible.

6. *Public Input*

UTA created a “Title VI Compliance Policy” which describes how UTA will determine disparate impact on minority populations and disproportionate burden on low-income populations. To solicit feedback from the public, UTA advertised a public notice in local newspapers in the service area. The notice and draft policy was posted on UTA’s website, rideuta.com, as well as on the Utah state government’s website, Utah.gov, under “Public Notices”. The state website provides 35 language translation options. An email notification was sent out by the Salt Lake County Office of Diversity Affairs, which maintains an email list that goes to anyone interested in diversity issues. 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.

D. Description of August 2013 Service Changes

UTA is making service changes due to the start-up of the Draper TRAX (light rail) line as an extension of the Blue Line. Changes to the bus system are also being made to align routes with the new light rail stations, and to respond to local routing needs.

Draper TRAX Extension

The Wasatch Front Regional Council (WFRC), Salt Lake County’s metropolitan planning organization, and the Utah Transit Authority (UTA) had identified the need for a high-capacity transit option in the southern part of Salt Lake County. This transportation solution will enhance mobility and meet the long-term travel needs of the growing region’s residents and businesses as outlined in the 2030 Long Range Transportation Plan developed by WFRC.

The Draper TRAX line begins at the existing Sandy Civic Center at the 10000 South Station of the UTA TRAX Blue Line (North-South Light-Rail Transit) line and extends about 3.8 miles to Pioneer Road. Future construction will extend the line to Point of the Mountain at about 14600 South.

Bus System

Bus route changes in Salt Lake and Utah counties were made to serve the new TRAX rail stations. Several Utah county routes were realigned because the BYU campus was closing a street that buses had previously run on, to create pedestrian-only areas. Several routes were realigned to serve new areas, discontinue service to other areas, and some trips were discontinued due to low ridership.

Affected Bus Routes for August 2013 Change Day

Route	Route Name	Type of Change
201	South State Street	Alignment changes
806	Saratoga Springs/ Lehi Station	Route 809 and Route 806 will be combined to increase train connections for both routes. Will discontinue service on Pioneer Crossing, but extend service to Thanksgiving Point and Lehi Station.
809	Eagle Mountain/ American Fork Station	See 806
811	Utah Valley TRAX Connector	Alignment changes to extend service to Thanksgiving Point and to the UTA Transit Center
821	South County- Provo Central Station	Alignment changes to serve the East Bay area and more of South East Provo
822	South Utah County BYU/ UVU Limited	Alignment changes due to BYU Campus modifications
830	Provo/Orem Frontrunner Connector	Alignment changes due to BYU Campus modifications
831	Provo Grandview	Alignment changes due to BYU Campus modifications
832	Provo - Center/ 900 East	Alignment changes due to BYU Campus modifications
833	Geneva Road/ Sunset	Alignment changes and route shortened due to low ridership. Some early and/or late trips to be discontinued because of low ridership.
836	Franklin/ Dixon/ Provo Station	Alignment changes to increase service coverage for West Provo. Some early and/or late trips to be discontinued because of low ridership.
842	Orem 800 North/ Center St	Some early and/or late trips to be discontinued because of low ridership.
850	State Street	Alignment changed to extend service to Lehi Commuter Rail Station and Thanksgiving Point. Discontinued service to American Fork commuter rail station.
F546	Draper The Lift	Realigned to eliminate duplicate service and to add service to the new 11800 S. TRAX Station

F868	American Fork/ Alpine Lift	Realigned to serve Lehi Station, Thanksgiving Point, Adobe, IM Flash, and the Alpine area. Change to mid-day service only due to low ridership.
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E. Title VI Impact Analysis

Adverse effect is measured by the change between the existing and proposed service levels.

To analyze adverse effects, routes are classified as “minority routes” or “low-income” routes if 1/3 or more of the route’s miles are in a minority or low-income census tract, using data from the 2010 US Census. Bus routes add a ¼ mile buffer to include a generally accepted walking distance.

For the rail system, a different approach was taken since there are more miles travelled and fewer points where the public can access the system. To make the minority and low-income determinations for rail, the number of stations in a minority and/or low-income census block group was compared to the total stations on the line. For the light rail system, a station is considered to be a minority or low-income station if it is in or within ½ mile of a minority or low-income census block group. For commuter rail, a station is considered to be a minority or low-income station if it is in or within 3 miles of a minority or low-income census block groups.

Rail lines are considered to be minority or low-income routes if 1/3 or more of the stations are in a Title VI census block group.

The new stations that are part of the Draper line are listed below.

Draper Extension Stations	Minority Station	Low-Income Station
Crescent View: 361 East 11400 South	No	Yes
Kimball’s Lane: 11796 South 700 East	No	No
Draper Town Center: 1131 E Pioneer Rd (12400 South)	No	No

This table shows that the Draper extension adds no additional minority stations, and one additional low-income station.

Both before and after the Draper extension, the TRAX Blue Line qualifies as a minority line, since well over 1/3 of the stations are in minority or low-income areas.

TRAX Blue Line	Minority Stations	Low-Income Stations
Before Draper line: Total stations = 21	17 (81%)	11 (52.4%)
After Draper line: Total stations = 24	17 (70.8%)	12 (50%)

2) Population Comparison

TRAX Draper Extension

In order to calculate the affected population for the TRAX Draper Line, a ½ mile buffer was applied to each station of the new section, since these are the points for people to access the line.

Regional Population Data

Total Service Area Population	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income Households
2,192,127	629,642	29%	664,137	142,512	21%

Affected TRAX Route Addition – Positive Impact

Affected Route	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
TRAX Draper Extension	12,155	900	7.4%	3,642	535	14.7%

The new TRAX Draper line is situated in an area that is below average in both minority and low-income populations. Therefore, the addition will have no negative disproportionate effect on minority and low-income areas. The fact that the Draper line is extending the TRAX Blue line, which is a Title VI route, means that protected populations will enjoy the same increased access to possible employment and other travel from the new service.

The result of UTA’s analysis shows that there is no disparate impact to minority populations, and no disproportionate burden for low-income populations from the TRAX Draper Extension.

Bus System as of August 2013

The changes to the bus system are being done for a variety of reasons, including street closings, realignment to serve new stations and neighborhoods, and adjustments to eliminate low ridership times or routes. In order to assess the overall impact, the bus route changes will be analyzed cumulatively by county.

To calculate the affected population, a ¼ mile buffer was applied to the bus routes. Following is a summary of the affected population by route, looking at the routes as of August 2013.

All Bus Routes

Affected Routes	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
201	13,388	1,546	11.6%	4,970	1,500	30.2%
806	6,652	489	7.3%	1,659	151	9.1%
811	28,507	2,874	10.1%	8,216	1,932	23.5%
821	21,415	2,839	13.3%	6,316	1,667	23.7%
822	50,605	6,144	12.1%	1,163	1,163	100%
830	37,898	4,365	11.5%	9,537	4,432	46.5%
831	29,467	238	0.8%	9,734	4,293	39.6%
832	36,869	374	1.0%	10,885	5,250	43.8%
833	7,740	1,607	20.8%	2,545	743	29.2%
836	9,324	1,520	16.3%	2,735	1,133	41.4%
842	13,668	107	0.8%	4,555	1,168	25.6%
850	33,465	326	1.0%	13,637	3,972	29.1%
F546	51,175	4,550	1.0%	15,683	2,067	29.1%
F868	32,159	844	2.6%	8,006	468	5.8%
Total	358,944	26,277	7.3%	94,671	28,439	30.0%

Regional Population Data

Total Service Area Population	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income Households
2,192,127	629,642	29%	664,137	142,512	21%

This comparison shows that overall, there is no disparate impact to minority populations, but there is a disproportionate burden for low-income populations from the proposed bus changes, as there is more than a 5% difference between the low-income percentages in the affected population compared to the overall population. Since most of the changes are occurring in the Utah County area, those statistics are broken out in the following table.

Utah County Routes

Affected Routes	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
Total	275,610	20,883	7.6%	70,982	25,904	36.5%

The data show that the changes in Utah County are where the disproportionate burden for low-income populations is coming from.

Mitigation and Alternatives

FTA's Title VI Circular requires that if low-income populations will bear a disproportionate burden of the proposed major service change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. UTA should also describe alternatives available to low-income passengers affected by the service changes.

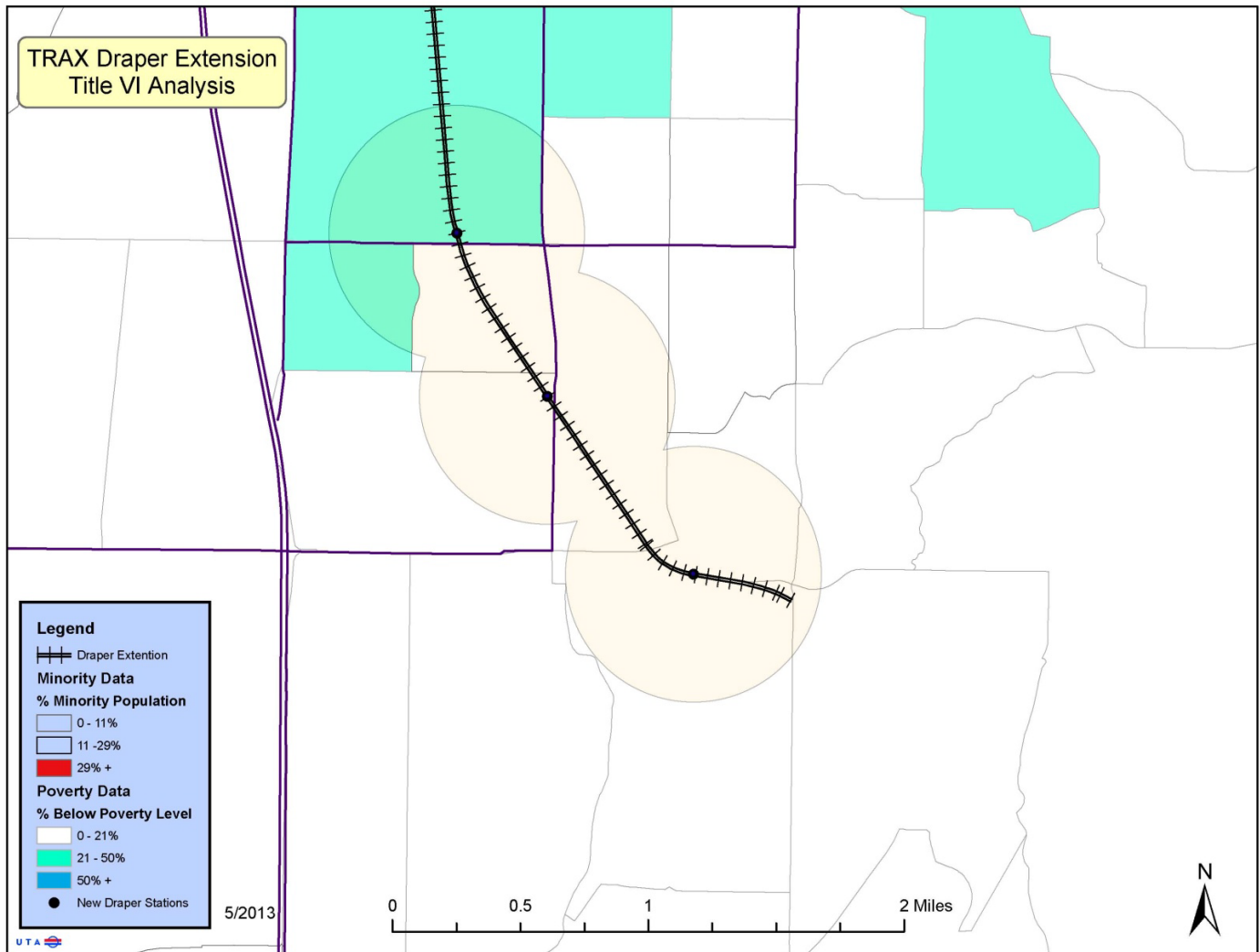
In Utah County, several of the bus route changes are unavoidable. The BYU campus is closing some streets to make more "walkable" areas. This necessitated realigning 4 bus routes that went along those streets.

Below is a summary of the justification for the change or the mitigation measures that were taken to reduce the burden on low-income passengers.

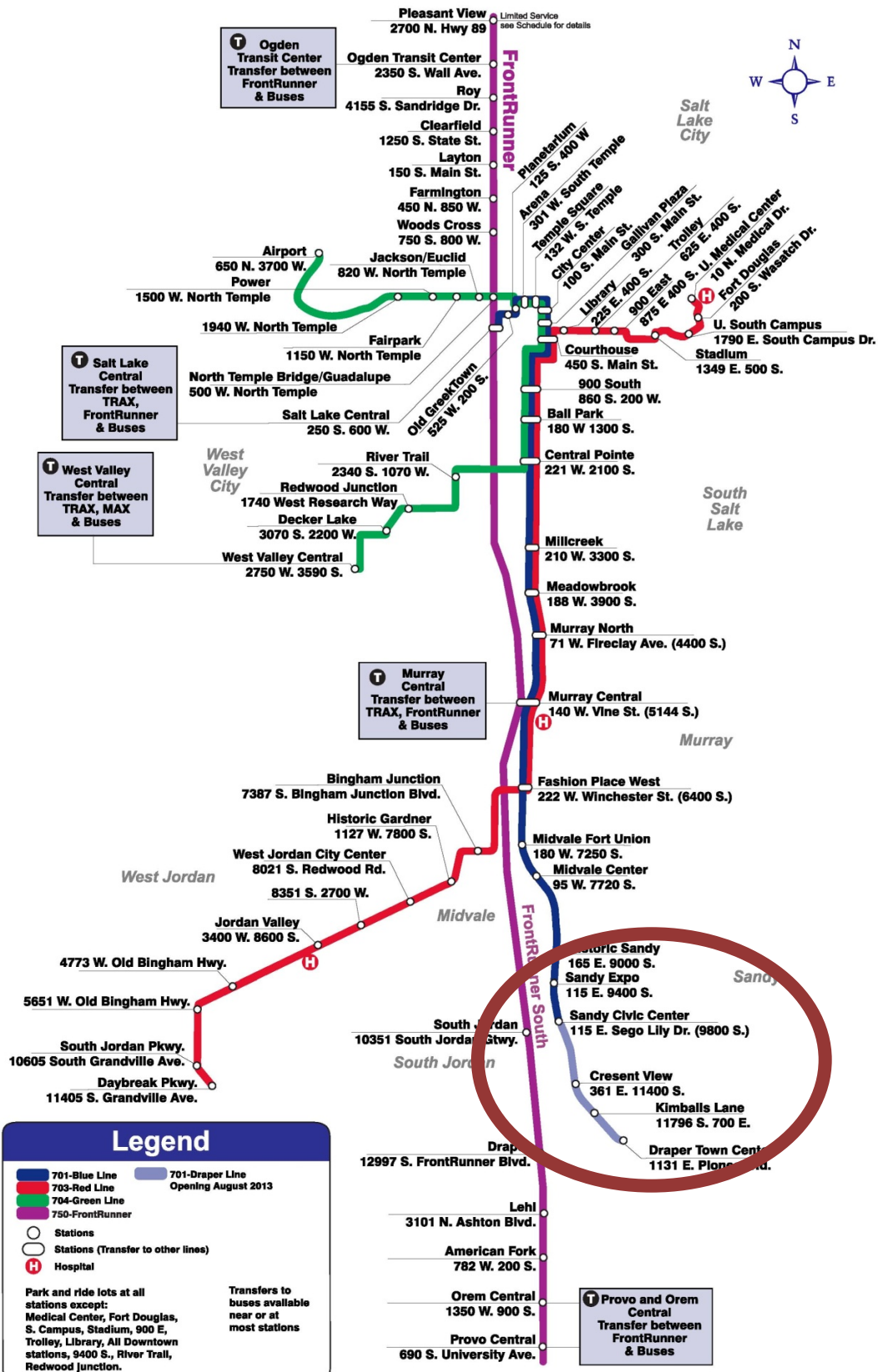
Route	Justification or Mitigation for Changes
806/809	Combining Routes 806 and 809 increases train connections for both routes. Will discontinue service on Pioneer Crossing, but extend service to Thanksgiving Point and Lehi Station. Daily ridership is 7.91 for each 809 trip and 3.04 for each 806 trip. There was low ridership into American Fork Station
811	Alignment changes to extend service to Thanksgiving Point and to the UTA Transit Center. Provides new service to large businesses located along corridor.
821	Alignment changes to serve the East Bay area and more of South East Provo. This extends service for customers and several large businesses along the corridor which have applied for transit passes. This will also be a second bus route to serve Provo Towne Center Mall.
822	Unavoidable due to BYU Campus modifications and changes to traffic patterns.
830	Unavoidable due to BYU Campus modifications and changes to traffic patterns.
831	Unavoidable due to BYU Campus modifications and changes to traffic patterns.
832	Unavoidable due to BYU Campus modifications and changes to traffic patterns.
833	Alignment changes and route shortened due to low ridership. Some early and/or late trips to be discontinued. The route ran a lot of empty miles with very low ridership. No significant input from the public. The number of trips was reduced from 29 to 25.
836	Alignment changes to increase service coverage for West Provo. Some early and/or late trips to be discontinued because of low ridership. Route had very low ridership. Change will improve the ridership numbers with providing service to a more densely populated area of Provo City, including the Provo College and one new high school. The number of trips was reduced from 18 to 14.
842	Some early and/or late trips to be discontinued because of low ridership. The trips were reduced from 28 to 27. Since this is a newer route more time was granted to see if the ridership would increase. It will be monitored and reevaluated for December 2013 change day. No input from the public.
850	Alignment changed to extend service to Lehi Commuter Rail Station and Thanksgiving Point. Discontinued service to American Fork commuter rail station. Changes were made to increase the effective coverage of this route. Service to American Fork Station and central Lehi had low ridership. Also, the train schedule was changed in February of this year causing a hardship for anyone wanting to use American Fork location. The decision

	was made to help the overall ridership of Route 850. It would be more advantageous for the route to meet the train at Lehi Station. This also opened up more transit opportunities for customers along the alignment such as the Lehi Work Force Services building. No significant public input was received.
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Map of the new TRAX Draper Extension

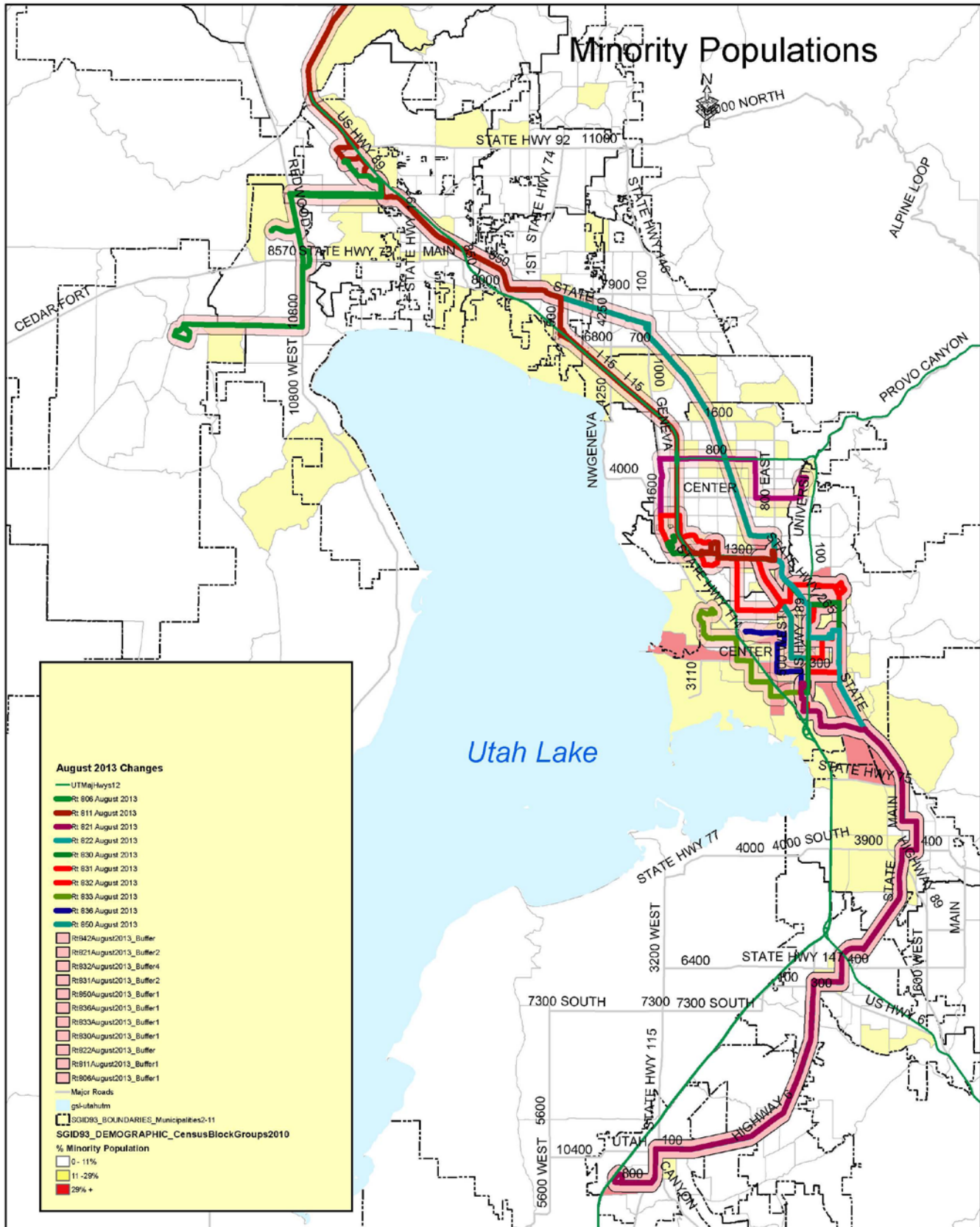


TRAX & FRONTRUNNER MAP UTA

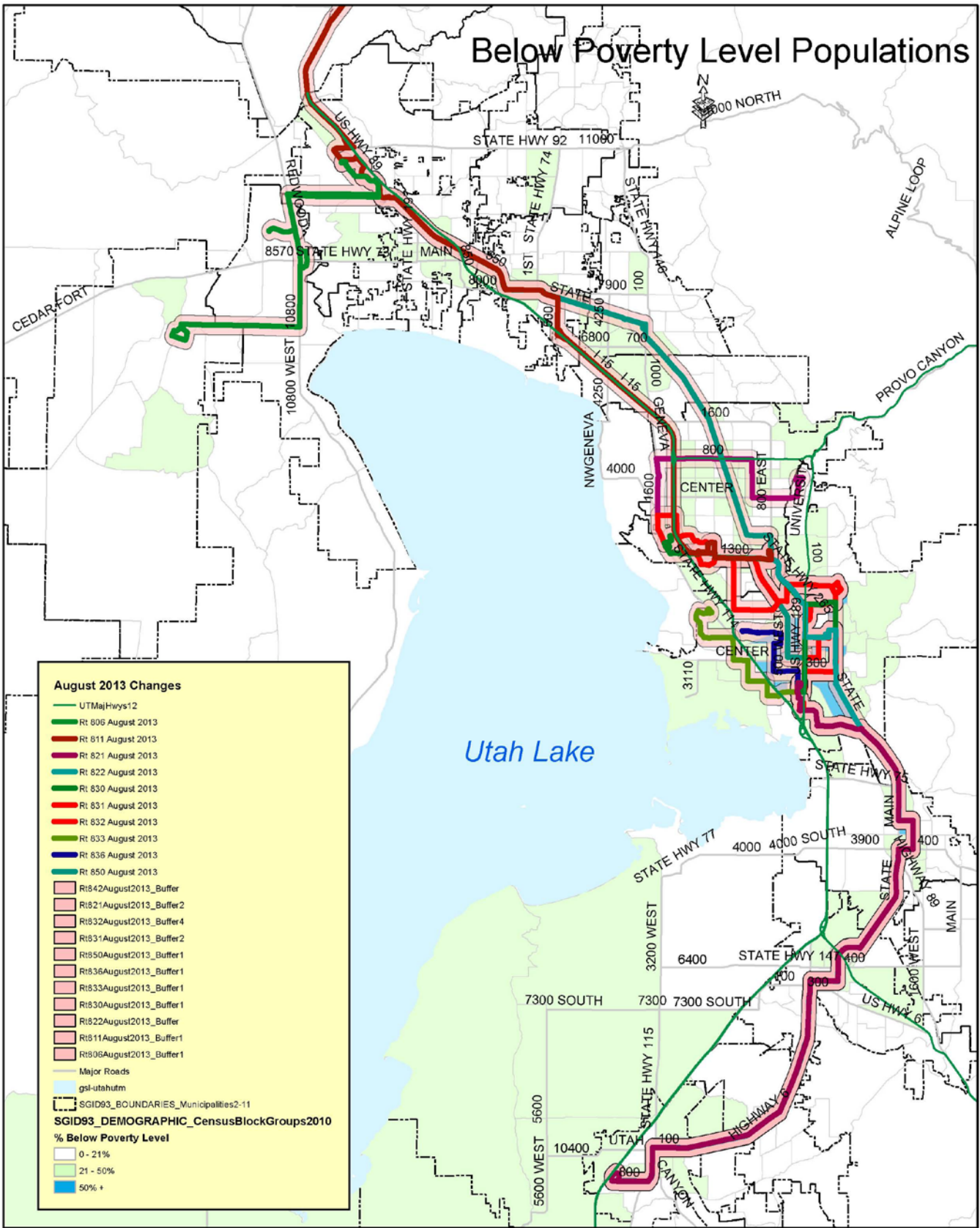


Map not to Scale

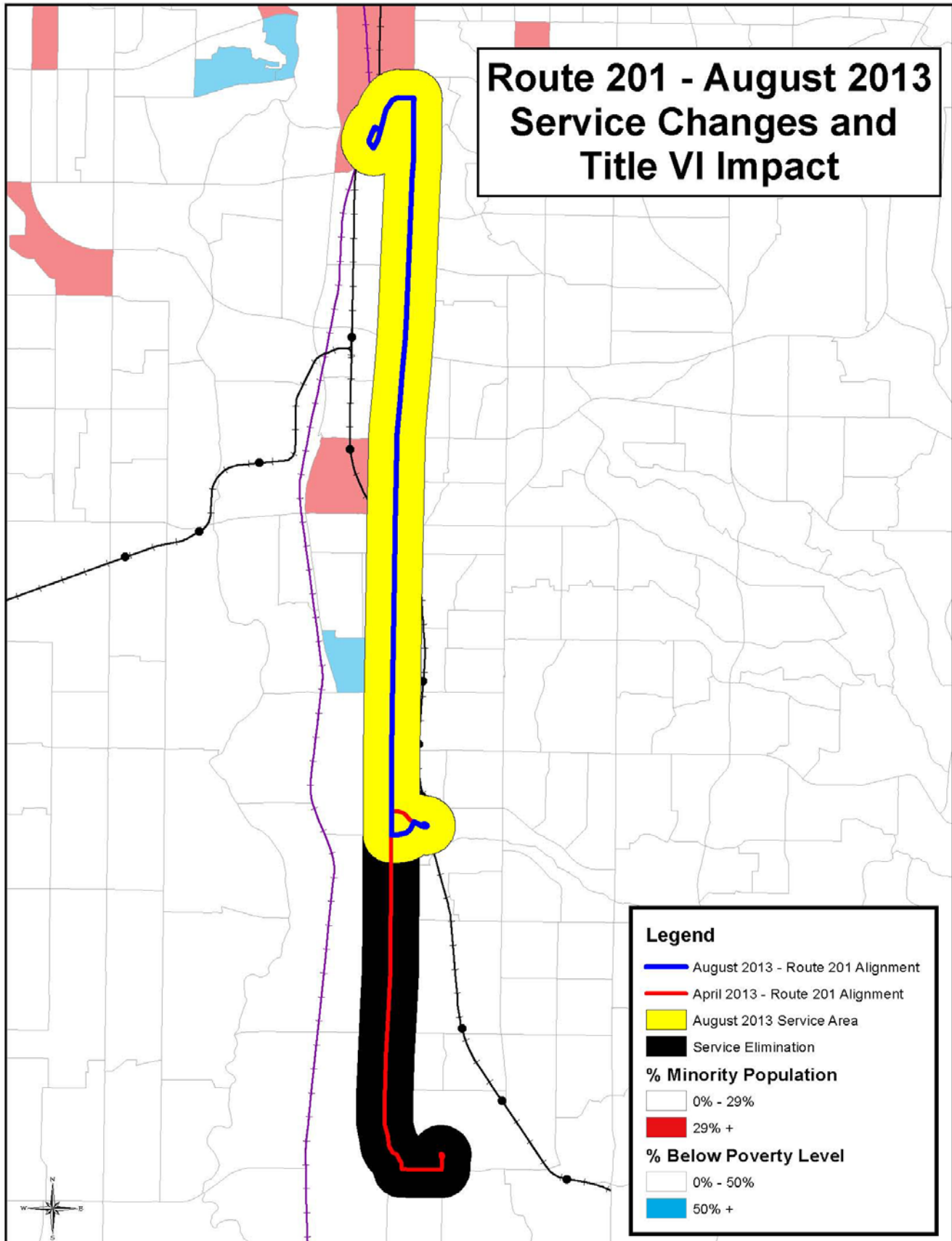
Utah County Map -- Minority



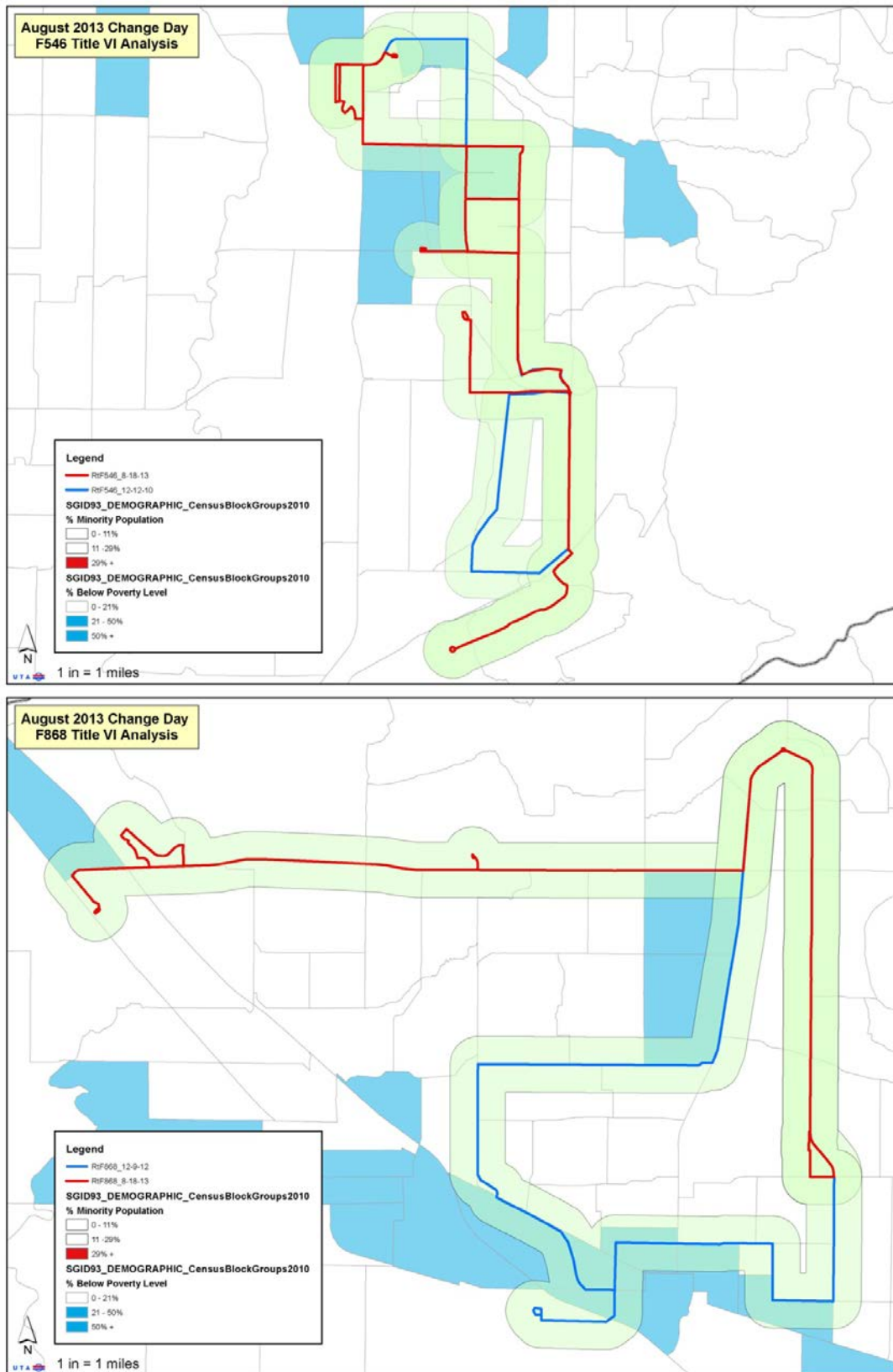
Utah County Map – Low Income



Salt Lake Business Unit Map



Flex Route Maps





Title VI Analysis of Service Changes

By Utah Transit Authority

December 8, 2013 Change Day

Includes the opening of the Sugar House “S-Line” Streetcar

Prepared by Ruth Hendricks

Title VI Compliance Officer

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801-741-8871

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of federal financial assistance on the basis of race, color, or national origin in administering their programs. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to Title VI requirements as outlined in FTA’s Circular FTA C 4702.1B.

This analysis has been prepared in accordance with FTA requirements to analyze the impacts on minority and low-income populations of UTA’s new Sugar House “S-Line” Streetcar opening on December 8, 2013. There were also major changes to several bus routes in Salt Lake County.

The result of UTA’s analysis shows that there is no disparate impact to minority populations and no disproportionate burden for low-income populations from the planned service changes. The following analysis will discuss the details on how this conclusion was made.

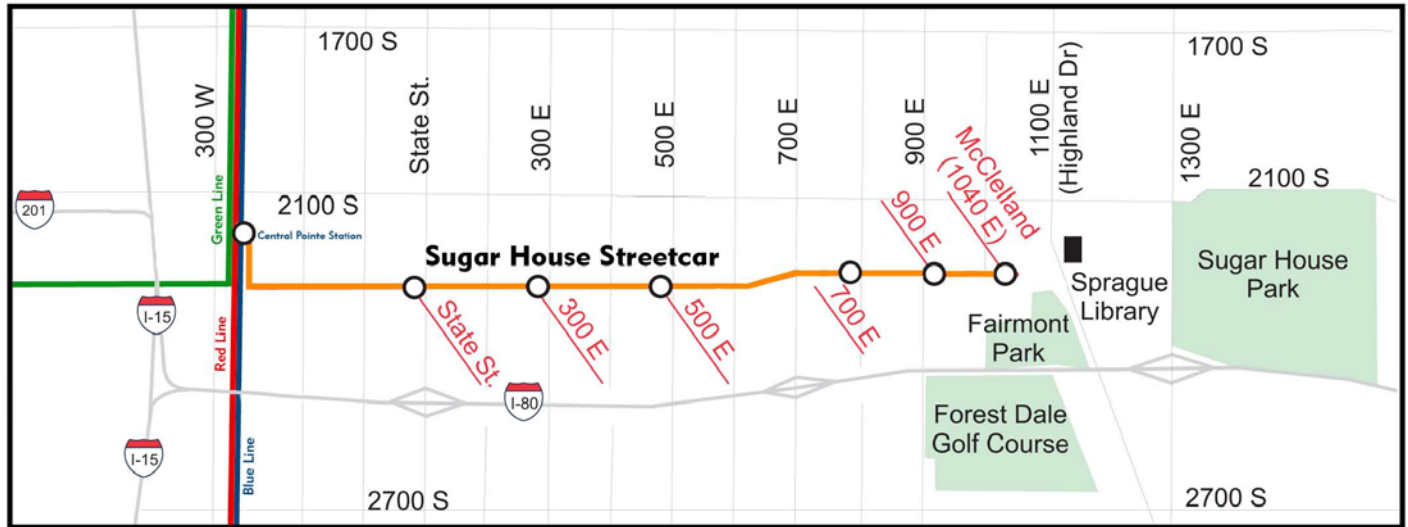
Description of December 2013 Service Changes

New Streetcar Line

The Sugar House “S-Line” Streetcar is the first streetcar line operated by UTA. The two-mile line was designed to connect the existing TRAX light rail system with neighborhoods in South Salt Lake and Salt Lake City. The line runs east from the 2100 South TRAX station to the Sugar House commercial district near Highland Drive along a historic railroad corridor located at 2235 South. Ridership is projected to be 2,000 riders per weekday by 2030. The line will run on 20-minute headways.

A map of the S-line follows.

Sugar House Streetcar



Bus System

Five bus routes in Salt Lake county face planned major changes.

Affected Bus Routes for December 2013 Change Day

Route	Route Name	Type of Change
217	Redwood Road	Route alignment and stop changes; merges with 517
218	Sandy / South Jordan	Route alignment and stop changes
509	900 W Shuttle	Route alignment and stop changes
517	Jordan Meadows	Route eliminated; replaced with 217
F514	300 West Flex	Route split and realigned into two smaller East and West Flex routes focusing on better frequency.

A. Title VI Impact Analysis

Adverse effect is measured by the change between the existing and proposed service levels on the affected population.

S-line Extension - Positive Impact

In order to calculate the affected population for the S-line Extension, a ¼ mile buffer was applied to each station of the new section, since this is the accepted distance people are willing to walk to access a bus stop, and the streetcar was deemed to be more similar to the bus system than to light rail.

Regional Population Data	Total Area Population	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
	2,192,127	629,642	29%	664,137	142,512	21%
Affected Population: S-line	Population in ¼ mile Buffer	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
	4,252	1,179	27.7%	1,713	544	31.8%

The S-Line is situated in an area that is slightly below average in minority population, but above the average in low-income population. The minority population is within the 5% threshold that was set in UTA's Title VI Compliance Policy to determine disparate impact on minority populations and disproportionate burden on low-income populations. Therefore, the addition will have no significant negative effect on minorities and will have a positive impact on low-income residents.

The result of UTA's analysis shows that there is no disparate impact to minority populations, and no disproportionate burden for low-income populations from the TRAX Draper Extension.

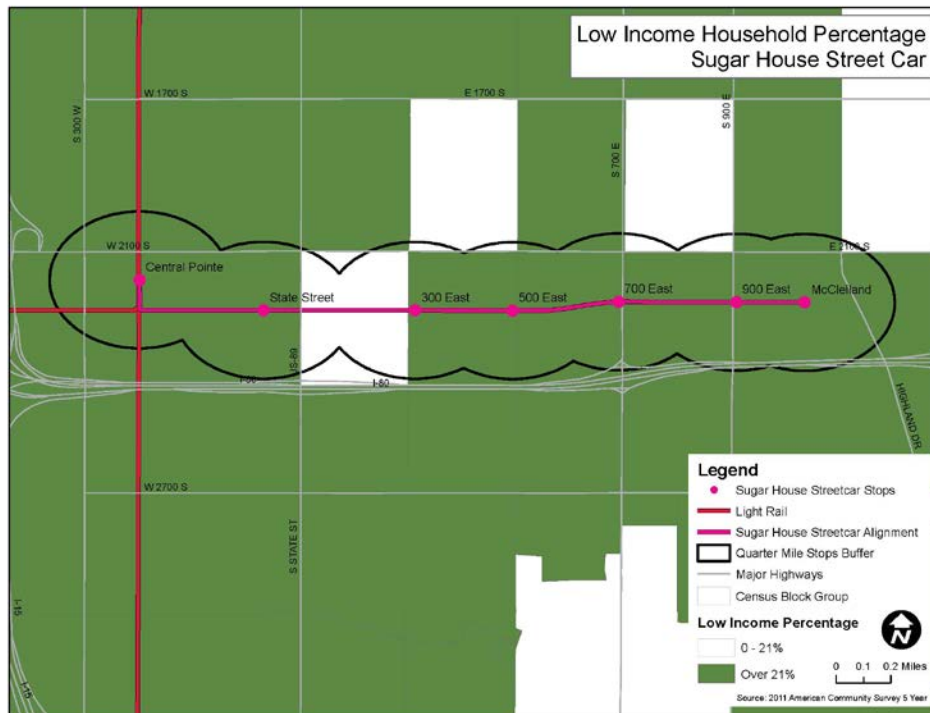
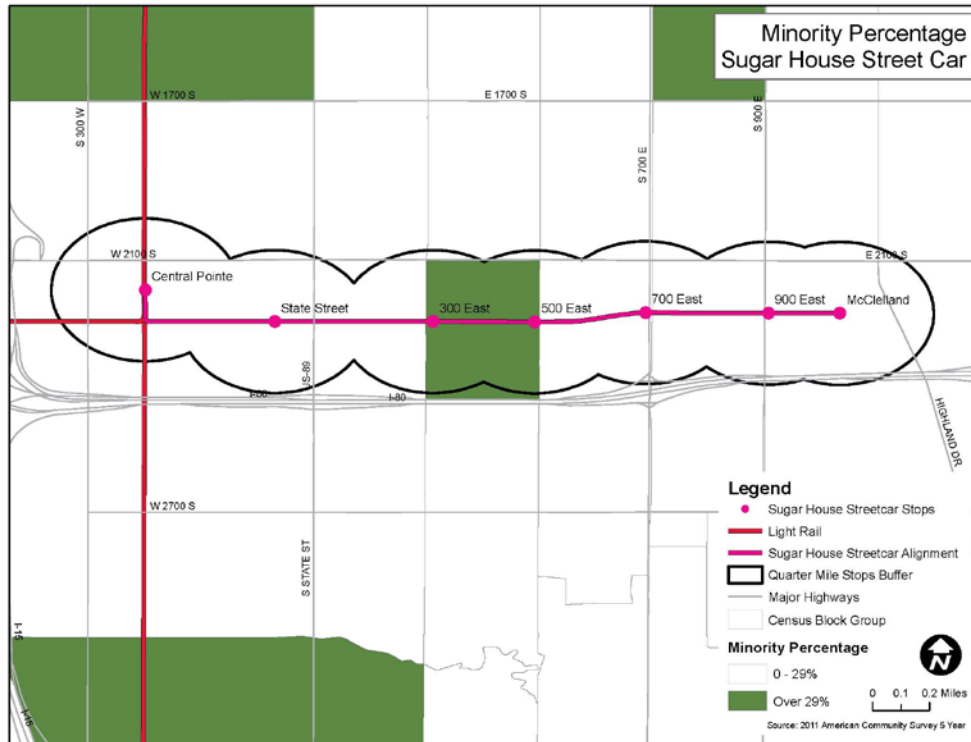
Bus System – Neutral Impact

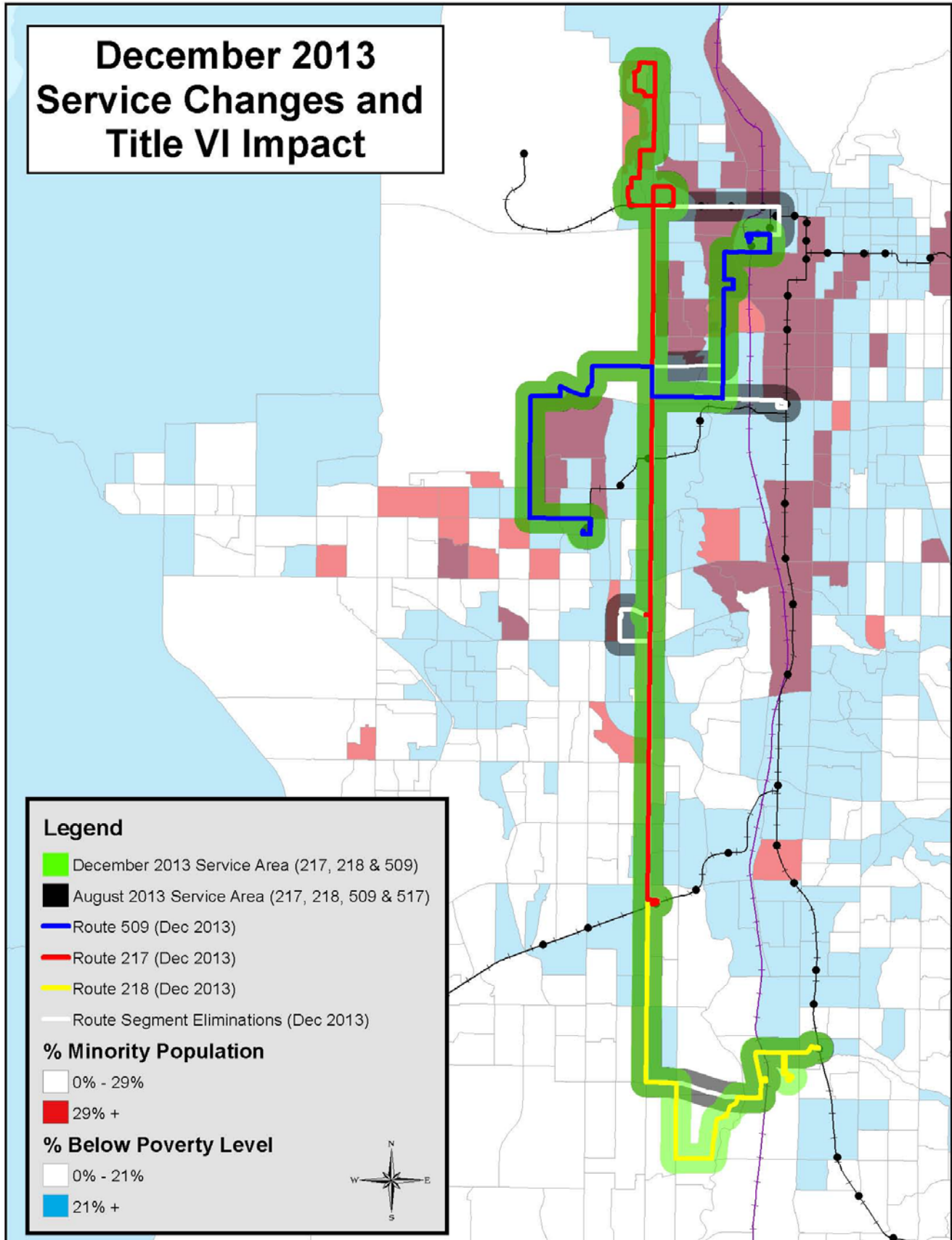
UTA evaluates the impacts of major service changes cumulatively when there is more than one route being affected for a service change period. Since there were some route segments that were eliminated and others that were added, the net impact is considered to be neutral to the overall service available – it was just redistributed in an attempt to serve more riders and improve frequency.

Regional Population Data	Total Area Population	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
	2,192,127	629,642	29%	664,137	142,512	21%
Affected Population: Bus Routes	Population in ¼ mile Buffer	Total Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
	65,686	13,455	20.5%	20,875	6,479	31%

This comparison shows that overall, there is no disparate impact to minority populations, but there is a disproportionate burden for low-income populations from the proposed bus changes, as there is more than a 5% difference between the low-income percentages in the affected population compared to the overall population.

Map of Population around S-Line Streetcar Stops





Title VI Equity Analysis of FAREPAY Discount

February 27, 2014



Introduction

FAREPAY, Utah Transit Authority's pre-paid, reloadable electronic fare card, was introduced to the public on Monday, October 14, 2013. This card is UTA's first electronic payment option designed for cash users. UTA has offered other electronic passes for some time, such as the Student Pass issued by participating schools and the Eco Pass, which is an annual pass issued to employees by participating organizations. FAREPAY was designed to make riding public transit more convenient for cash users, because riders don't have to carry cash, have exact change or wait in line at ticket vending machines. FAREPAY also allows UTA to gather valuable ridership data and see which services are most heavily used and where additional resources are needed. Customers are able to purchase a FAREPAY card online (at farepay.rideuta.com), at UTA Customer Service centers, and at participating retail merchants including Walgreens, Wal-Mart, 7-Eleven and Associated Food stores. There is a one-time \$3 activation fee to purchase a FAREPAY card, which can then be loaded with any amount between \$5 and \$500. Money can be reloaded on the card online or at the participating stores. Value is subtracted from the card each time a rider taps on and off a card reader located on every fixed route bus and at the entrances to all TRAX and FrontRunner stations.

With the introduction of the FAREPAY card, a five-month promotion through March 14, 2014 was offered which allows passengers to save up to 20% off the regular cash fare for local and express buses, TRAX and FrontRunner. The discount is not valid on ski bus, paratransit and Park City Connect services. The fare promotion was designed to encourage cash-paying riders to switch to FAREPAY and quickly become familiar with how it worked. Seniors and disabled riders who qualify for reduced fare can also take advantage of the promotion by contacting UTA Customer Service to receive a FAREPAY card that honors the reduced fare discount.

FAREPAY users can register and create an account online. Registering the FAREPAY card allows users to check the balance, schedule automatic reloads, and protect against loss or theft of the card.

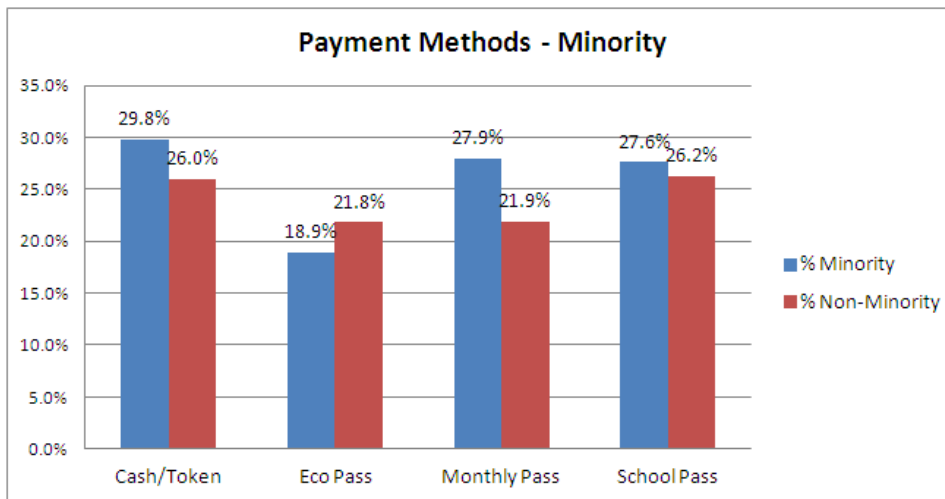
UTA has now decided to extend the FAREPAY discount until December 31, 2014. FTA's Title VI rules (Circular FTA C 4702.1B) state the following about a promotional fare.

Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

Therefore, this fare equity analysis has been prepared to meet the FTA requirement since extending the FAREPAY discount will make it last longer than 6 months.

Survey Data

The FAREPAY card is a new fare product, so UTA does not have any survey data relating to the users of the card. However, the card is targeted to cash-paying customers, and some data is available about the use of cash versus other payment methods. A survey done in 2008 (Net Promoter Score) found the following about fare payment methods.



This chart shows that minority riders used cash or tokens at a rate of 3.8% more than non-minority riders, and it was also the largest method of fare payment by the minority group. Any discount given to cash payers would therefore have a slightly more favorable impact on minorities.

Methodology

Assessing the impact of the FAREPAY card discount was done by looking at two different measures: (1) by analyzing the distribution of the stores selling the cards, and (2) by analyzing the usage of the cards based on “tap on” data.

Distribution of Stores

As of 1/20/2014, a total of 232 stores were selling the FAREPAY card. Each store location was overlaid on a map of the minority and low-income census block groups in UTA’s service area (based on the 2010 US Census). If the store was either in or within ½ mile of an affected census block group, it was considered to be in a minority and/or low-income area.

The review of stores shows the following numbers were located in minority and low-income areas.

	In a Minority Area	In a Low-Income Area
Number of Stores	76	202
Percent (of 232)	32.8%	87.1%

The percentage of stores was then compared to the overall representation of these groups in the population, based on the 2010 US Census.

Regional Population Data	% Minority	% Low-Income
	29%	21%
Stores Selling FAREPAY Cards	% in Minority Areas	% in Low-Income Areas
	32.8%	87.1%

This table shows that overall the coverage of stores is above the average minority rate for the region, and far above the average low-income rate for UTA’s service area.

Conclusion: The availability of stores selling the FAREPAY card does NOT have a disparate impact on minorities since it is above the average but still within the 5% threshold set in UTA’s Title VI Compliance Policy. UTA will periodically review the stores selling FAREPAY cards as more are added, to ensure that the proportion of stores in minority areas does not become a disparate impact on the negative side.

There IS a highly disproportionate benefit to low-income residents, since such a high percentage of stores are in low-income areas. This is a favorable outcome for public transit, and therefore not something that UTA needs to correct.

Tap On Data

A list of “tap on” data by FAREPAY card users from two typical weekdays was analyzed. All taps with valid stop identification for those two days were reviewed. If the stop location was in or within a short distance of a minority or low-income census block group, the stop was considered to be a minority and/or low-income location. The distance used was ¼ mile for bus and streetcar stops, ½ mile for light rail stations, and 3 miles for commuter rail stations.

All tap on data for those days was analyzed. Then, for further clarity, only those taps that occurred in the morning by 10:00 AM were counted separately, since it is a safe assumption that most of these taps were from people beginning their journeys for the day and likely originated near their homes.

The dates of Tuesday, December 10, 2013, and Thursday, January 9, 2014 were selected.

12/10/13 Data

All taps = 2,529	In a Minority Area	In a Low-Income Area
Number of Taps	1,327	1,735
Percent	52.5%	68.6%
AM only = 1,073 taps	In a Minority Area	In a Low-Income Area
Number of Taps	526	661
Percent	49.0%	61.6%

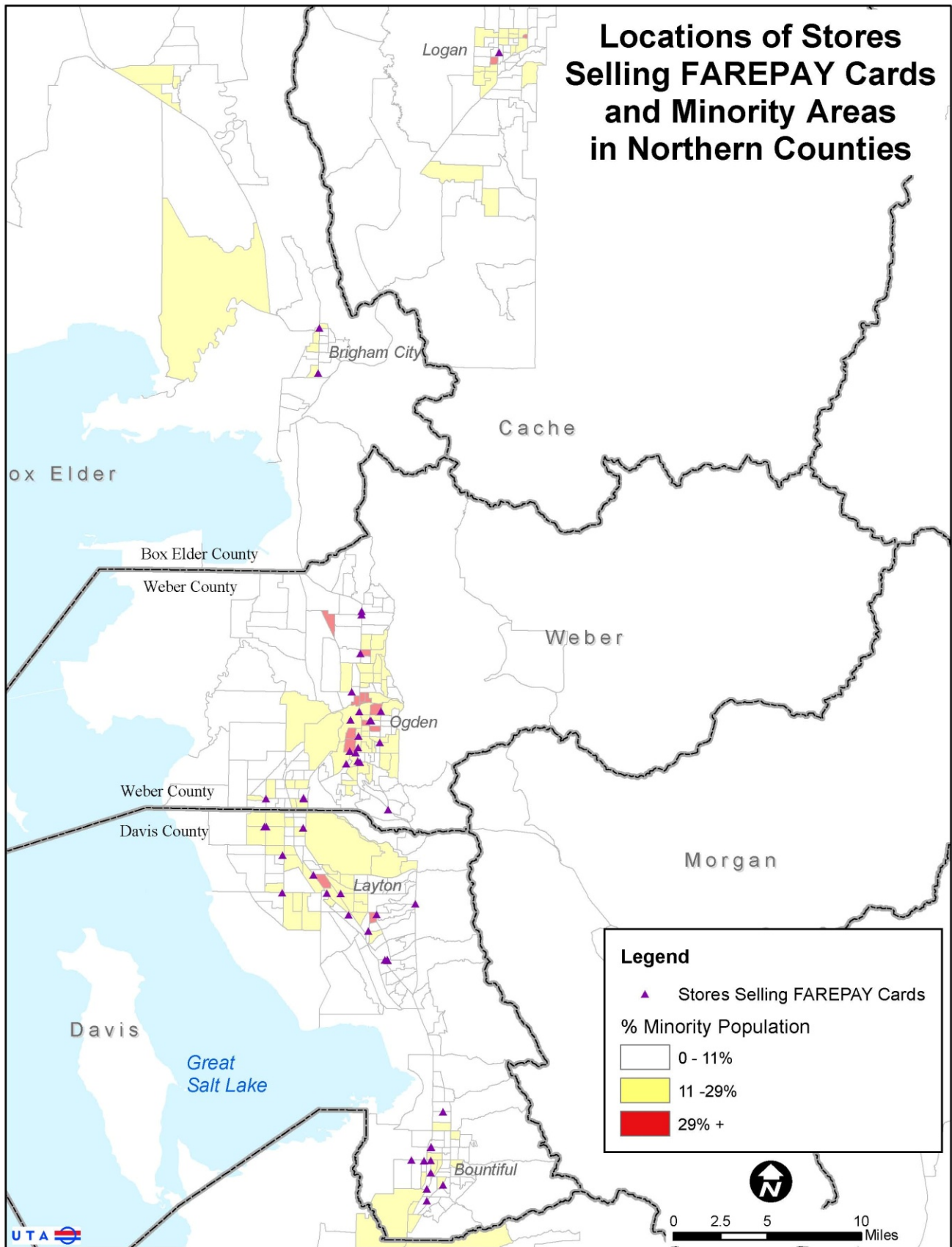
1/9/14 Data

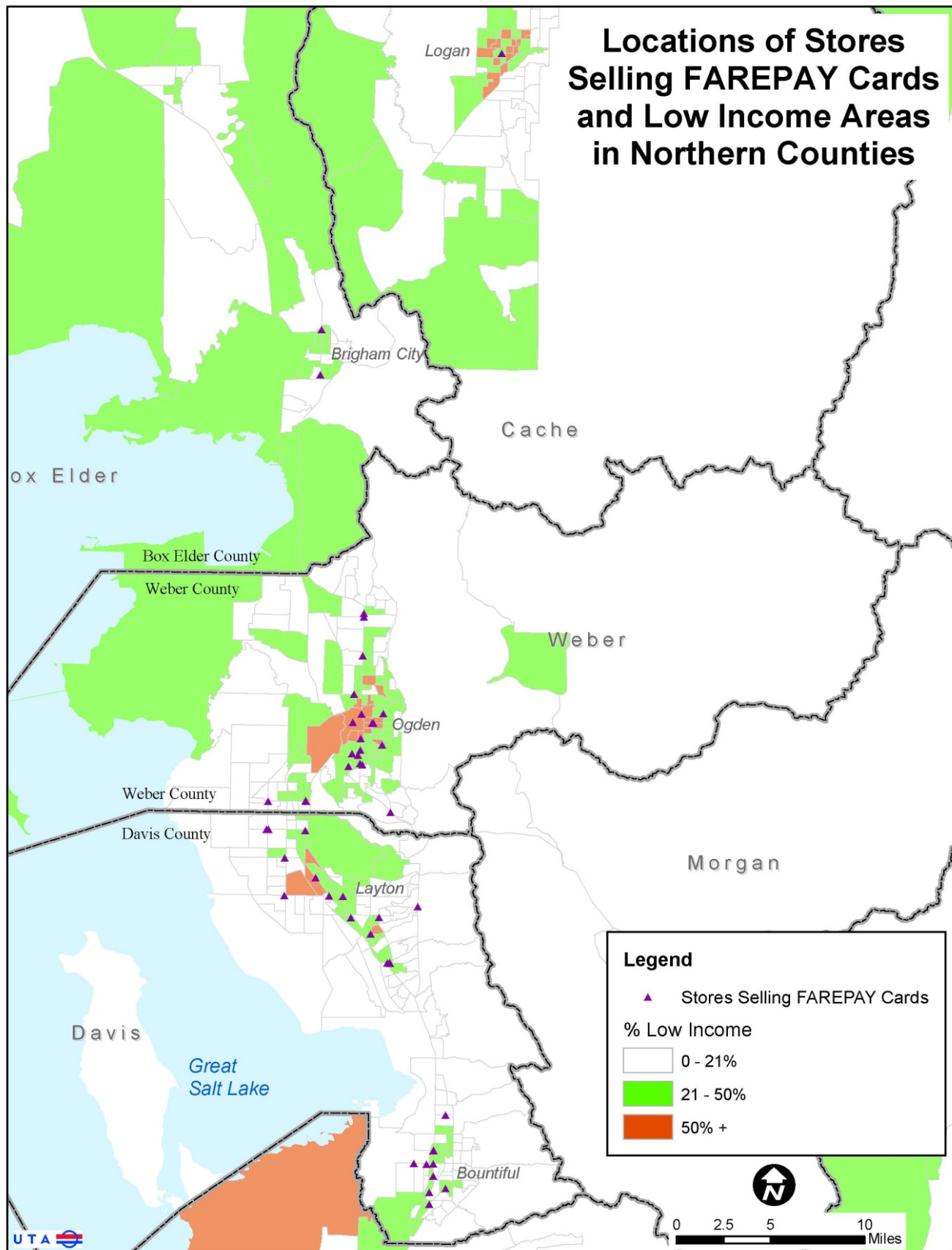
All taps = 3,345	In a Minority Area	In a Low-Income Area
Number of Taps	1,855	2,299
Percent	55.5%	68.7%
AM only = 1,442 taps	In a Minority Area	In a Low-Income Area
Number of Taps	739	898
Percent	51.2%	62.3%

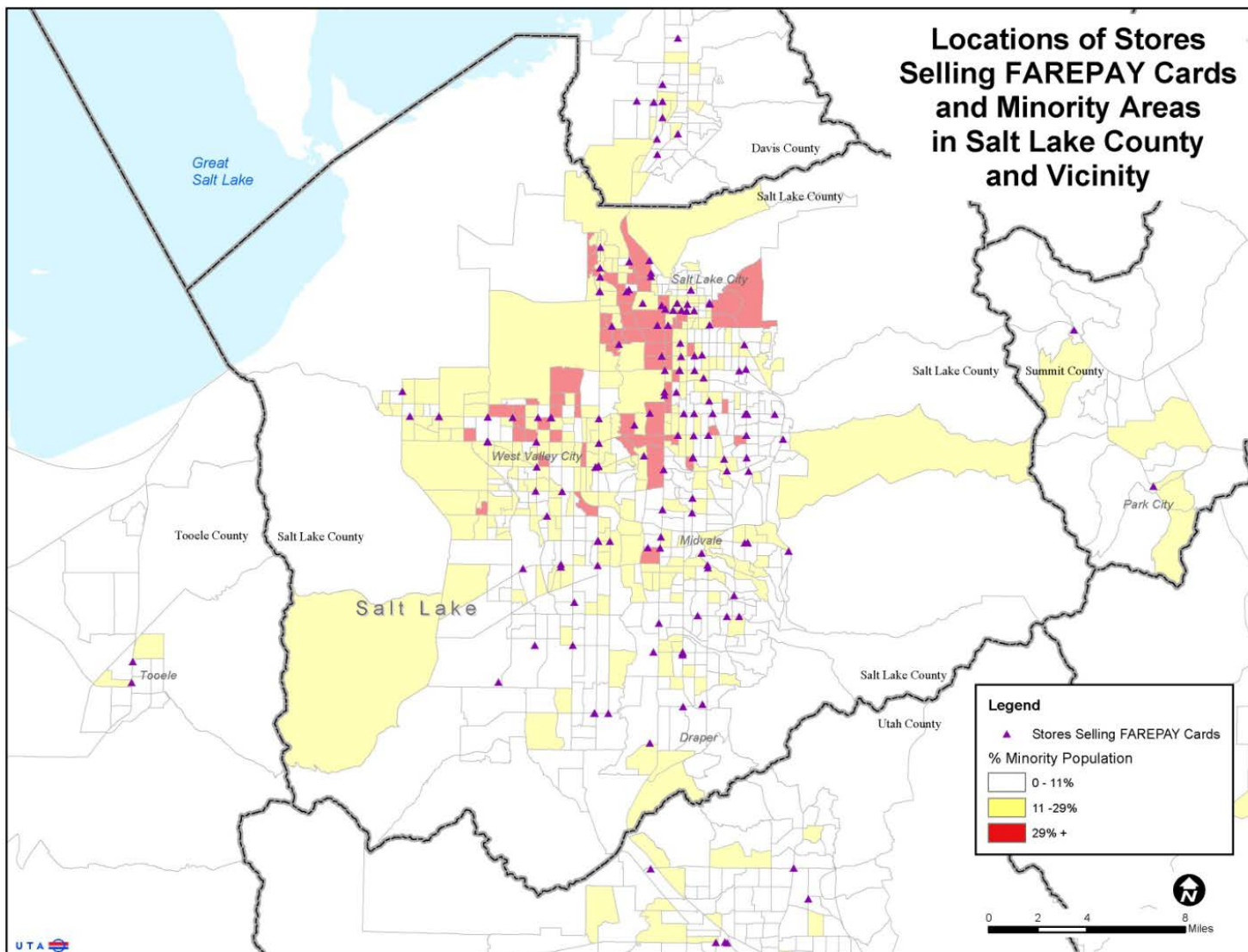
Next, the average of both days for the overall number of taps, and also the average of only the morning taps was compared with the average minority rate and the average low-income rate for UTA’s service area. For all measures, tap on usage of the FAREPAY card was well above the representation of that group in the population.

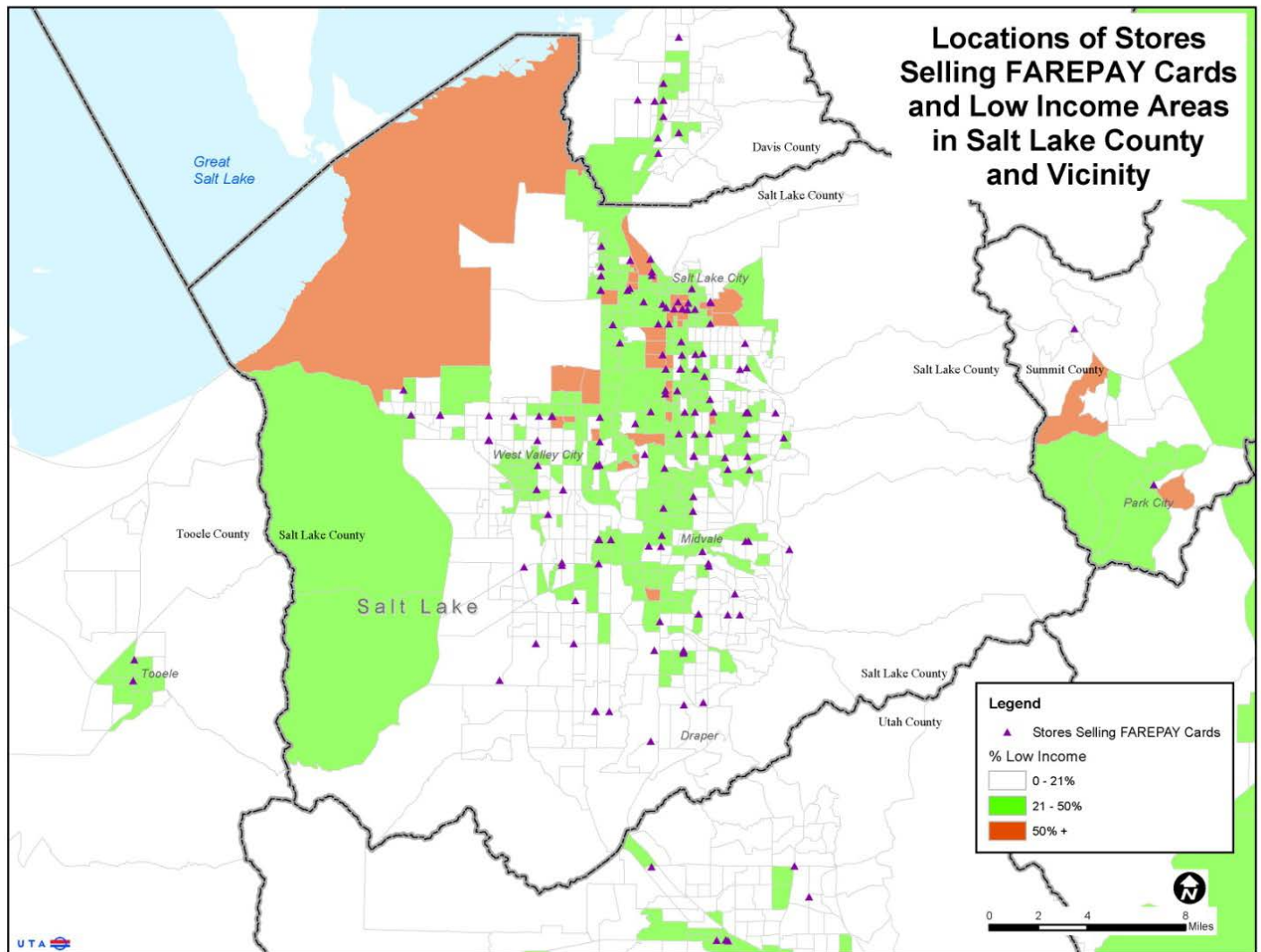
Regional Population Data	% Minority	% Low-Income
	29%	21%
Average of All Taps	% in Minority Areas	% in Low-Income Areas
	54.2%	68.7%
Average of AM Only Taps	% in Minority Areas	% in Low-Income Areas
	50.3%	62.0%

Conclusion: The usage of the FAREPAY cards based on the customers' starting locations shows that people are using these cards predominantly from minority and low-income areas. Therefore, giving a discount on this fare product DOES have a disparate impact on minority riders and a disproportionate impact on low-income riders, but it is a favorable benefit from the reduced cost. This is a desirable outcome for transit.

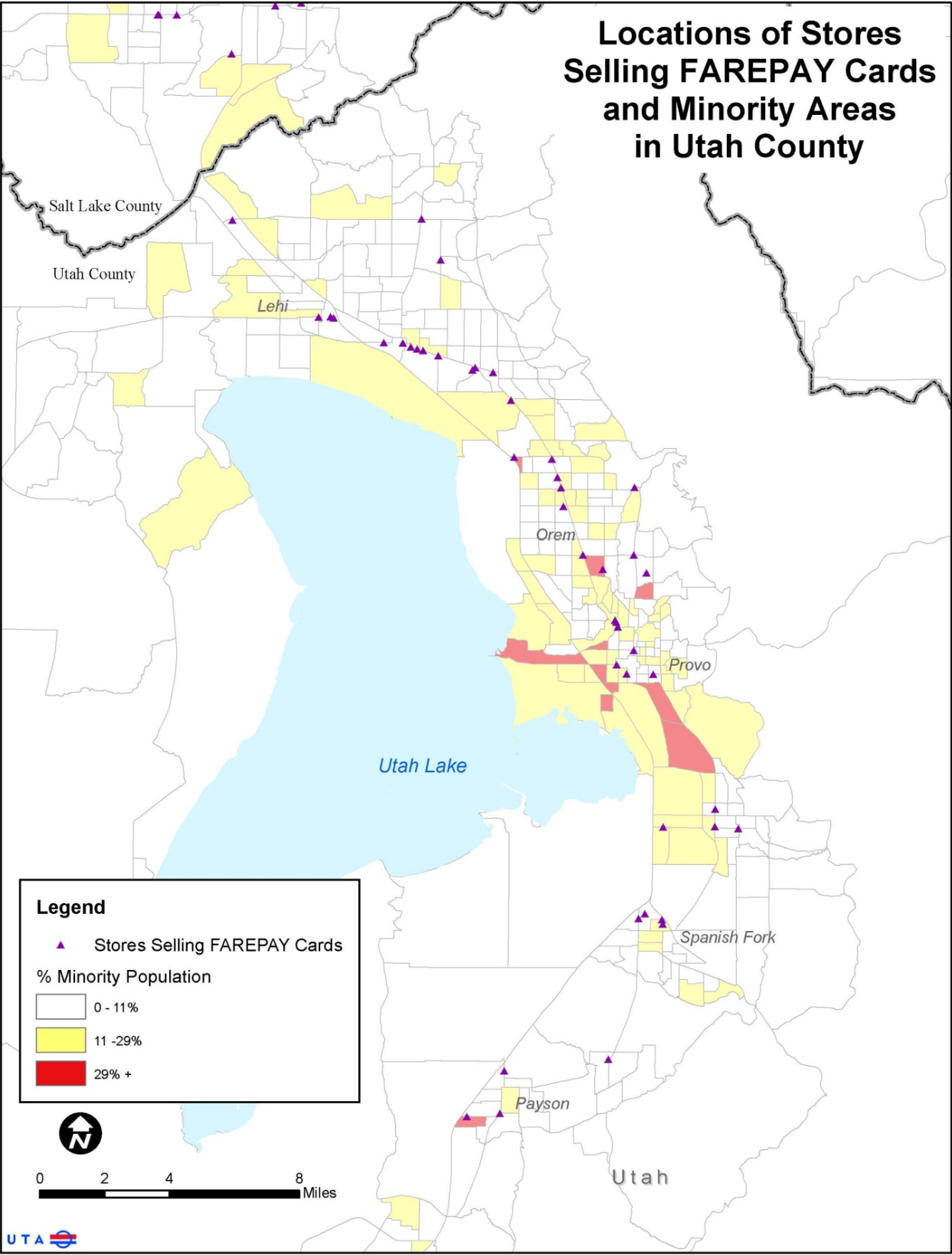


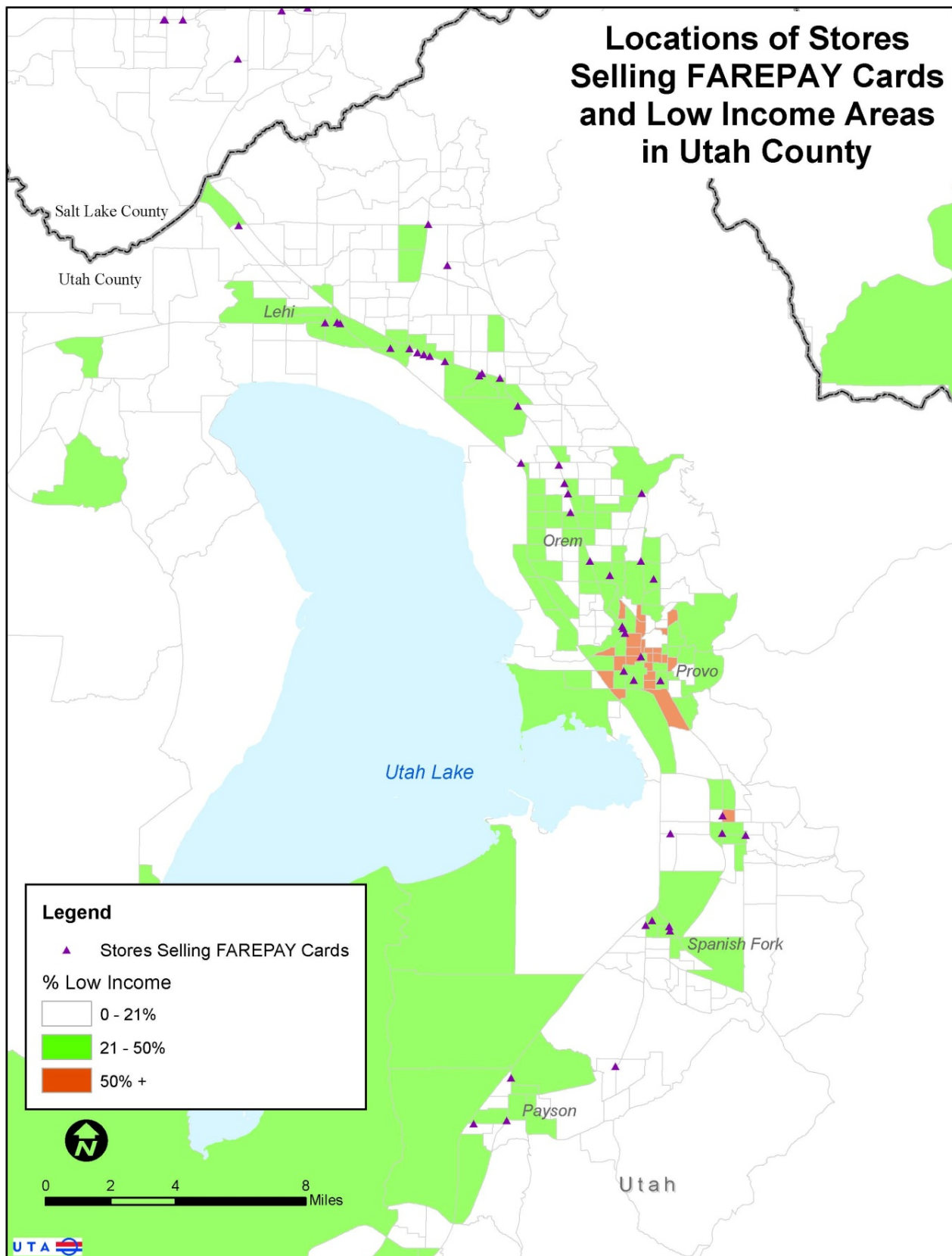






Locations of Stores Selling FAREPAY Cards and Minority Areas in Utah County







Title VI Analysis of Service Changes

By Utah Transit Authority

April 13, 2014 Service Changes

Prepared by Ruth Hendricks

Title VI Compliance Officer

669 West 200 South, Salt Lake City, UT 84101
801-741-8871

Description of April 2014 Service Changes

UTA is making 2 major service changes by creating two new routes: Route 664 and 665 will service Hill Air Force Base and have connections to the FrontRunner train at the Clearfield Station.

These new routes are targeted to a market that has been underserved in the past, namely military and civilian employees at Hill Air Force Base. Currently workers on base only have the option of driving themselves or carpooling. UTA offers a rideshare program; however, many people on base find it difficult to match where they live, work locations and shift times in order to form practical carpools. The purpose of this route is to reduce congestion and pollution by encouraging workers to use commuter rail service and then complete the "last mile" of their trip using two shuttles (Routes 664 and 665).

There are only 2 stops on Route 664 and three stops along Route 665 that are outside the base and are accessible for local users in Clearfield and Layton. Riders can transfer from Route 665 to other local routes (470 and 627). The primary purpose of the route, however, is to facilitate the conversion from single occupied vehicles to mass transit as a means of commuting to and from the base.

Title VI Impact Analysis

Adverse effect is measured by the change between the existing and proposed service levels.

UTA evaluates the impacts of major service changes cumulatively when there is more than one route being affected for a service change period.

Because the stops outside the base are widely dispersed, a buffer around the stops was used in the analysis rather than along the entire route alignment. Stops on base were not included in the analysis because they are not accessible to persons that do not have a valid DoD ID card, and because the service will be funded in large part by a Federal commute-to-work program that does not allow monies to be applied to local non-commute service.

Regional Population Data	% Minority	% Low-Income
	21%	21%
Route Population	% in Minority Areas	% in Low-Income Areas
Route 664	24.1%	42.8%
Route 665	19.3%	41.0%
Total	20.5%	44.1%

Conclusion: This analysis shows that there is no negative disparate impact on minority riders for these routes. The impact is favorable for low-income residents. This route is a special circumstance due to other federal funding paying for the service and the fact that the routes are intended for commuters to Hill AFB.



Title VI Analysis of Service Changes By Utah Transit Authority

August 17, 2014 Service Changes

Prepared by Ruth Hendricks
Title VI Compliance Officer
669 West 200 South, Salt Lake City, UT 84101
801-741-8871

A. Description of August 2014 Service Changes

For the August Change Day, there are 6 routes in the Timpanogos division, and 6 routes in Salt Lake with major changes.

Timpanogos Division Changes	
Route 831	Route 831 was modified into two different routes.
Route 832	The alignment was changed to better serve the Brigham Young University and the student housing areas. This will be a pilot program for distance based fare. Distance will be measured and charged based upon the straight line distance between two stops in a designated area.
Route 833	Alignment changes made to serve the Provo Airport.
Route 836	Some alignment changes were made to travel on to Harbor Park but not to travel into Harbor Park or around Lake Shore Drive. A shorter turn around using Boat Harbor Drive and N Mariana Drive will be used.
Route 840	This will be part of a free shuttle serving the interior of the UVU campus. Will be part of an overall campus shuttle system augmented by Routes 841 and 862.
Route 853	Route 853 has been modified into two routes, Route 863 and Route 867.

Salt Lake Division Changes	
Route 9	Will service Mario Capecchi Drive via 1300 East, University Avenue and North Campus Drive. The 9 will terminate at the Medical Center TRAX station and turn into the Route 17. The route frequency is proposed to increase to 30 minutes and add trips to start earlier in the morning.
Route 17	Will service Mario Capecchi Drive via South Campus Drive. The 17 will terminate at the Medical Center TRAX station and turn into the Route 9. The route frequency is proposed to increase to 30 minutes and add trips to start earlier in the morning.
Route 41	Will service 900 West and 3600 South via 700 west to Carlisle then to 3300 South to 700 west to Billinis to 500 West to 3900 South and continue on regular route.
Route 45	Will service Murray Central station via State Street. Route frequency proposed increase to 15 minutes. Proposed to be connected with the Route 47 at Murray Central Station.
Route 47	Proposed to service Murray Central Station via Atherton Drive and Vine Street.
Route 227	Proposed to service Salt Lake Community College via 5400 South to 2200 West to 4700 South to Redwood Road service the hub at Salt Lake Community College continue to 2200 West to 3800 South and then service West Valley Central Station.
Route 228	Service proposed to be eliminated between Murray North Station and 3900 South and Wasatch. Route proposed to service 3900 South and Wasatch Park and Ride, 3900 South to 2300 East to 3300 South and then continue with current routing to Research Park, University of Utah and Salt Lake Central Station.
Route F546	Proposed realignment to service State Street from 11400 South to 12300 South and service 12300 South from State Street to 700 East. Proposed to no longer service Kimballs Lane Station but will service Draper

	Town Center Station along Pioneer Rd, Crescent View station via 11400 S and continue to service Sandy Civic Center Station after servicing the South Town Mall.
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Title VI Impact Analysis

For this analysis, the minority and low-income population within ¼ mile of the routes from before and after the change was compared.

Timp Routes	Total Affected Population	Total Affected Minority	Total Affected % Minority	Total Affected Households	Total Affected Low-Income Households	Total Affected % Low-Income Households
Old 831	36,025	4,237	11.76%	13,308	5242.1	39.4%
New 831	36,651	4,479	12.22%	13,071	5404.0	41.3%
Old 832	46,494	6,423	13.81%	13,646	5970.3	43.8%
New 832	44,913	5,394	12.01%	12,023	5701.0	47.4%
Old 833	9,838	2,227	22.63%	2,626	837.7	31.9%
New 833	9,459	2,332	24.66%	2,880	1149.4	39.9%
New 840	4,076	306	7.5%	1,315	334.0	25.4%
New 841	6,691	451	6.74%	2,179	509.5	23.4%
Old 853	3,006	264	8.77%	857	135.6	15.8%
New 863	2,440	217	8.87%	651	117.4	18.0%
Old 836	9,548	1,607	16.83%	3,309	1491.1	45.1%
New 836	9,627	1,365	14.18%	4,416	1843.3	41.7%
Total Old	104,910	14,756	14.1%	34,815	13,677	39.3%
Total New	113,857	14,542	12.8%	37,760	15,058	39.9%

Overall for the Timp routes, the minority percentage for the old routes is slightly above the minority percentage for the new routes, but it is within the 5% threshold which defines a disproportionate impact. Therefore there is no disproportionate impacts found from the August changes to the Timp routes.



Title VI Analysis of Service Changes By Utah Transit Authority

April 2015 Service Changes

Prepared by Ruth Hendricks
Title VI Compliance Officer
669 West 200 South, Salt Lake City, UT 84101
801-741-8871

Description of April 2015 Service Changes

For the April Change Day, there are a number of changes for which public input was sought, but not all of them were major changes. Some of the hearing and outreach efforts were to educate people about all the proposals along with those that were major changes.

Utah County Changes	
Route 811	Route will be reduced in overall weekday trips to allow for better peak service only on weekdays, and reduced number of trips on Saturdays. Not a major change.
Route 850	Schedule will be increased to 15 minute frequency in the peak hours of weekday service. Not a major change.
Routes 832 and 835	The two routes were implemented for the BYU distance based fare beta test. The test ends in April and BYU is implementing private shuttle service in the area making the UTA routes redundant. Not a major change.
Route F868	UTA is proposing to discontinue route due to low ridership and higher than normal operating costs.

Salt Lake County Changes	
Route F534	Route will be reduced to two AM trips and two PM trips. Changes are being proposed due to a need to redistribute transit resources to allow for higher ridership in areas where more resources are needed.

Davis County Changes	
Routes 664 and 665	Routes would run service to and from Layton Station rather than Clearfield Station to take advantage of the Northbound and Southbound trains arriving at Layton Station at the same time. UTA is also proposing to eliminate the first AM trip (currently 5:14am) on Routes 664 and 665 due to a lack of ridership. (This proposed elimination was not implemented due to public feedback.)

Title VI Impact Analysis

For the 3 proposals that were major changes, the minority and low-income population within ¼ mile of the routes was compared.

Affected Routes – Negative Impacts / Neutral Impacts

Affected Routes	Type of Change	Total Population	Minority Population	% Minority	Low-Income Population	% Low-income
F868	Route elimination	51,175	7,550	14.8%	2,067	29.1%
F534	Reduction in service	32,159	1,644	5.1%	6068	5.8%
Total negative impacts		83,334	9,194	11.0%	8,135	9.8%
664 and 665	Routing change	9,324	1,520	16.3%	2,545	743
Total population		92,658	92,658	10,714	11.6%	10,680
Total population – eliminations/reduction		83,334	83,334	9,194	11.0%	8,135
Total population – routing change		9,324	9,324	1,520	16.3%	2,545

Regional Population Data

Total Service Area Population	Total Minority Population	% Minority	Total Households	Total Low-Income Households	% Low-Income Households
2,192,127	629,642	21%	664,137	142,512	21%

Conclusion

In comparing the demographics for the service changes to the regional population for UTA’s service area, the minority percentage for the routes being eliminated or reduced is 11%. The minority percentage for the routes receiving routing change is 16.3%. Both of these percentages are well below the regional minority average of 21%. Therefore, making the planned changes does NOT have a disparate impact on minority populations.

The low-income percentage for the routes being eliminated or reduced is 9.8%. The low-income percentage for the routes receiving added trips is 22.9%. Both of these percentages are above the regional low-income average of 21%, so all of these routes serve low-income areas. However, both route eliminations and route additions are within the 5% threshold that UTA has set to determine disproportionate burden on low-income populations. Therefore, making the planned changes does NOT have a disproportionate burden on low-income populations.

Appendix 10: Certifications and Assurances

FTA FISCAL YEAR 2013 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2013 CERTIFICATIONS AND ASSURANCES FOR FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS

(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: _____ Utah Transit Authority (UTA) _____

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. X

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
02.	Lobbying.	_____
03.	Private Sector Protections.	_____
04.	Procurement and Procurement System.	_____
05.	Rolling Stock Reviews and Bus Testing.	_____
06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Finance Costs and Leasing Costs.	_____
09.	Transit Asset Management and Agency Safety Plans.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus/Bus Facilities Programs.	_____
15.	Urbanized Area Formula Programs and Job Access and Reverse Commute (JARC) Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs and New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Public Transportation on Indian Reservations and "Tribal Transit Programs.	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FTA FISCAL YEAR 2013 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2013 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE (Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of Applicant: _____ Utah Transit Authority (UTA) _____

Name and Relationship of Authorized Representative: _____ Michael A. Allegra, General Manager _____

BY SIGNING BELOW, on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these Certifications and Assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its authorized representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2013, irrespective of whether the individual that acted on its Applicant's behalf continues to represent the Applicant.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply, as provided, to each Project for which the Applicant seeks now, or may later seek FTA funding during Federal Fiscal Year 2013.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature _____

Date: 4/2/13

Name _____ Michael A. Allegra, General Manager _____
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _____ Utah Transit Authority (UTA) _____

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on the Applicant.

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature _____

Date: 4/2/13

Name _____ Bruce T. Jones, Legal Counsel _____
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES FOR FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS

(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: _____ Utah Transit Authority (UTA) _____

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. X

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
02.	Lobbying.	_____
03.	Procurement and Procurement Systems.	_____
04.	Private Section Protections.	_____
05.	Rolling Stock Reviews and Bus Testing.	_____
06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs, Passenger Ferry Grants Program, and Job Access and Reverse Commute (JARC) Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs and New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Public Transportation on Indian Reservations Programs (also known as the Tribal Transit Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2014 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE (Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: _____ Utah Transit Authority (UTA) _____

Name and Relationship of the Authorized Representative: _____

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2014, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2014.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature _____

Date: 4/2/14

Name _____ Michael A. Allegre, General Manager _____
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _____ Utah Transit Authority (UTA) _____

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature _____

Date: 4/1/14

Name _____ Bruce T. Jones, Legal Counsel _____
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

FTA FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES FOR FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS

(Signature pages alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: Utah Transit Authority

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. X

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
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03.	Procurement and Procurement Systems.	_____
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06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21 Became Effective.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus-Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs/ Passenger Ferry Grants Program/Job Access and Reverse Commute (JARC) Formula Grant Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs/New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Grant Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FTA FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2015 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE (Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: Utah Transit Authority

Name and Relationship of the Authorized Representative: Michael A. Allegra, CEO, President and GM

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2015, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2015.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature 

Date: 12/19/14

Name MICHAEL ALLEGRA
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Utah Transit Authority

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature 

Date: 12/19/14

Name BRUCE JONES
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

Appendix 11: Board Resolution

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT
AUTHORITY ADOPTING THE TITLE VI PLAN**

No. R2016-05-01

May 25, 2016

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, desires to implement a Title VI plan updated and in keeping with the Federal Transit Administration's requirements for public transit agencies and the Civil Rights Act of 1964; and

WHEREAS, the Board of Trustees of the Authority has reviewed the proposed Title VI Plan and now desires to adopt the Title VI Plan; and

WHEREAS, the Board has determined that the Title VI Plan will be beneficial to the Authority and the service area.

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


1. That the Title VI Plan is hereby adopted by the Authority.
2. That this Resolution and the Title VI Plan as approved shall remain in effect and direct staff to update and revise in compliance with federal law;
3. That the Authority's Title VI Plan, adopted by Resolution R2013-05-01 on May 22, 2013 is hereby replaced with the Title VI Plan attached hereto.
4. That the Board formally ratifies prior actions taken by the Authority, including those taken by the President/CEO, and staff that were necessary or appropriate to finalize the Title VI Plan.
5. That a fully executed original counterpart of the final definitive Title VI Plan and all related documents shall be permanently kept in the official records of the Authority and a copy of which is attached hereto as Exhibit A.
6. That the corporate seal shall be affixed hereto.

APPROVED AND ADOPTED this 25th day of May, 2016.



Ser H. David Burton, Chair

ATTEST:



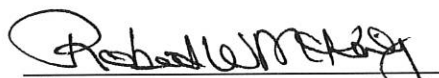
Robert K. Biles, Secretary/Treasurer

[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 held on the 25th day of May, 2016.


for H. David Burton, Chair


Robert K. Biles, Secretary/Treasurer

APPROVED AS TO FORM


Legal Counsel