

PH: 801-521-1856
FX: 801-521-1857
Yellowcabutah.com
info@yellowcabutah.com



PH: 801-359-7788
FX: 801-521-1857
Utecabco.com
info@utecabco.com

Yellow Cab Drivers Association/Ute Cab Company Inc Civil Rights Act of 1964 and Title VI Plan Policy and Procedures 8/1/2023

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Non-Discrimination in the Federal Transit Program

“Simple justice requires that public funds to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination.”

—John F. Kennedy

Introduction and Purpose

Title VI was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. All recipients and subrecipients of Federal Transit Administration (FTA) funds must ensure that programs, policies, and activities comply with FTA Title VI regulations. Because Yellow Cab/Ute Cab supports the Civil Rights Act of 1964, and are sub-recipients of FTA grants, we support and document Federal Law, and rules and regulations supporting equal rights.

Yellow Cab Drivers Association Inc and Ute Cab Company Affirms:

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms “programs or activities” to include all of the operations of an educational institution, governmental entity, or private employer that receives federal funds.
2. Yellow Cab/Ute Cab are privately held corporations contracted to transport the elderly, homeless, poor communities seeking medical assistance, and refugees for the city county state and other firms. It is the policy of Yellow Cab Utah and Ute Cab Company to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities so administered.
3. The Yellow Cab/Ute Cab Title VI Coordinator is granted the authority to administer and monitor the Title VI Plan as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.
4. Yellow Cab/Ute Cab will take all steps to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of the Companies.
5. Yellow Cab/Ute Cab recognizes the need for annual Title VI training for Agency personnel.



Almoh Bahaji
Owner Yellow Cab/Ute Cab

September 28, 2023

Date

Compliance Monitoring and Review

It is the policy of **Yellow Cab/Ute Cab** to assure nondiscrimination in compliance with Title VI and related nondiscrimination statutes in the delivery of our services. Yellow Cab/Ute Cab participates in on-site reviews and cooperates with FTA/UTA Compliance Staff throughout the review process. This participation with Title VI compliance ensures Yellow Cab/Ute Cab will explain and demonstrate internal support for public information, public access to complaint procedures, and the step by step process for the public. Yellow Cab/Ute Cab has in place:

1. Posters with the required information spelled out below, are clearly displayed in all office and workspaces in Yellow Cab/Ute Cab's operations system. Title VI information is also available in all taxis and includes links and scan codes to access online information such as:
 - Description of Title VI
 - Explanation of how to obtain Title VI information
 - Yellow Cab/Ute Cab Title VI Policy
 - Explanation of how to file a complaint
 - Available complaint forms
2. A current file containing complaints and potential lawsuits.
3. UTA conducts periodic on-site monitor assessments to determine if Yellow Cab/Ute Cab remains compliant with the FTA Title VI regulations. These reviews include service measurements, location of transit service and facilities, participation opportunities in the transit planning and decision-making processes, and communication needs of persons with limited English proficiency (LEP).

Yellow Cab/Ute Cab participates in staff and driver training that includes Title VI and its requirements. The UTA Compliance Officer supports our efforts to comply with Title VI regulations with information, training assistance, and complaint procedures that comply with FTA rules. This support includes, but is not limited to:

1. Reviews Title VI and its requirements for compliance.
 - Provides information regarding outreach opportunities to minority populations and demographic information.
2. Provides sample and reviews Title VI posters (including required signatures and contact information).
 - Reviews required poster locations.
3. Reviews LEP (Limited English Proficiency) and provides sample UTA LEP tools.
4. Reviews current Title VI complaint forms.
5. Provides examples of the Title VI complaint forms.
6. Reviews the required maintenance of a Title VI file readily available for inspection.
7. Reviews the reporting requirements and the annual Certification and Assurances.
 - Reviews and the required Title VI verification, including a description of lawsuits and complaints for the past year.

In addition to new subrecipients, training by the UTA Compliance Officer and UTA Civil Rights staff is also conducted as requested and as changes in the law occur, as needed. Both the UTA Compliance Officer and the Civil Rights staff are available any time as a technical

resource for questions or concerns regarding the FTA and Title VI requirements. Yellow Cab/Ute Cab will be available at any time to include new information in our Title VI Plan.

Certification and Assurance Submissions

Yellow Cab/Ute Cab submits an annual Title VI assurance to UTA as part of the annual Certification and Assurance submission process.

Title VI Complaint Procedure

Yellow Cab/Ute Cab accepts that UTA will investigate, and track Title VI complaints filed with UTA against subrecipients.

Procedure for Investigations Complaints and Lawsuits

UTA has developed and maintains a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipients that allege discrimination on the basis of race, color, or national origin. This list includes the dates of any investigations, lawsuits, or complaints filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation.

Title VI Complaint Procedure and Investigation Guidelines

Yellow Cab/Ute Cab has developed procedures for investigating and tracking Title VI complaints filed against them and has made those procedures for filing a complaint available to the public. Yellow Cab/Ute Cab's complaint procedure is outlined below:

Procedures for filing a Title VI Complaint

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Yellow Cab/Ute Cab may file a Title VI complaint by completing and submitting a Yellow Cab/Ute Cab Title VI Complaint Form. Yellow Cab/Ute Cab investigates complaints received no more than 180 calendar days after the alleged incident. Yellow Cab/Ute Cab will process complaints that have completed all elements of the complaint form process.

Complaint Review and Acknowledgement

Once the complaint is received, Yellow Cab/Ute Cab will review it to determine if Yellow Cab/Ute Cab has jurisdiction. The complainant will receive an acknowledgment letter informing them whether the complaint will be investigated by Yellow Cab/Ute Cab.

Complaint Investigation

Yellow Cab/Ute Cab has 20 business days to investigate any complaint. If more information is needed to resolve the case, Yellow Cab/Ute Cab may contact the complainant by letter. The complainant will have 10 business days from the date of the letter to send the requested information to the investigator assigned to the case. If Yellow Cab/Ute Cab is not contacted by the complainant or does not receive the additional information within 10

calendar days, the investigator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

Complaint Review and Findings

After the assigned company investigator reviews the complaint, Yellow Cab/Ute Cab will issue one of two letters to the complainant:

1. A closure letter that summarizes the allegations and states there was not a Title VI violation and that the case will be closed.
2. A Letter of Finding (LOF) that summarizes the allegations and the interviews regarding the alleged incident, and explains if any disciplinary action, additional training of the staff member or other action will occur.

Complaint Appeal Process

If the complainant wishes to appeal the decision, they have 10 calendar days after the date of the closure letter or the LOF to do so. If an appeal has been submitted, Yellow Cab/Ute Cab will forward appeals to the UTA Civil Rights Title VI Compliance Officer within 10 days.

Complaints From Other State and Federal Agencies

When a complaint has been directly filed with another state or federal agency, Yellow Cab/Ute Cab will inform UTA's Title VI Compliance Officer where the complaint has been filed and coordinate any action needed by UTA to resolve the complaint.

Filing Complaints with Yellow Cab/Ute Cab

A Complainant may file directly with Yellow Cab/Ute Cab by submitting an email with the subject line "Title VI Complaint" that explains in detail why the complainant feels they've been discriminated against while accessing our services and products. Emails can be sent to info@yellowcabutah.com. Complainants may also file our online Title VI and ADA complaint form at yellowcabutah.com/about.html. Complainants may also contact the Yellow Cab/Ute Cab Title VI Compliance Officer at:

Jay Wacker

801-521-1856 or by email.

Filing Complaints With the FTA

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

Title VI Informal Complaint Policy

Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant is informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by Yellow Cab/Ute Cab's identified Title VI Coordinator. The coordinator will log the complaint in the required complaint log (see Appendix for a sample). If the complaint cannot be resolved informally, Yellow Cab/Ute Cab's identified Title VI Coordinator must inform the complainant of the formal process outlined above and instruct the complainant on how to proceed.

Title VI Log of Complaints/Lawsuits, etc.

Yellow Cab/Ute Cab maintains a list of any alleged discrimination on the basis of race, color, or national origin, including any active investigations conducted by entities other than FTA, lawsuits, and complaints naming Yellow/Ute Cab. The list will include the date that the investigation lawsuit or complaint was filed; a summary of the allegation(s) and date resolved.

Title VI Public Notices & Participation Plan for Beneficiaries

Yellow Cab/Ute Cab provides information to the public regarding Yellow Cab/Ute Cab's obligations under FTA's Title VI regulations. The public is informed of the protection against discrimination afforded to them by Title VI. Yellow Cab/Ute Cab disseminates this information to the public by posting instructions on its website and supplying posters in every vehicle and company facility.

Yellow Cab/Ute Cab is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. Yellow Cab/Ute Cab assures that no person employed by or being served will be discriminated against on the grounds of race, color, or nation origin. No person will be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of Yellow Cab/Ute Cab regardless of federal grant policies.

Public access to meetings during our annual Shareholders' Meeting Week in October is scheduled by emailing info@yellowcabutah.com with a meeting topic so we can ensure adequate time for a full hearing.

Yellow Cab/Ute Cab's Complaint Procedures are online: yellowcabutah.com/about.html.

To request additional information on Yellow Cab/Ute Cab's Title VI policy, or to file a discrimination complaint, please contact Yellow Cab at 801-521-1856 and speak with Jay Wacker, the company's Title VI compliance officer.

Limited English Proficiency Assistance Plan

Limited English Proficiency Requirements:

Yellow Cab/Ute Cab is a for profit company. We acknowledge the 4 factor analysis process designed for large, fixed route systems to improve communications with underserved populations in our community living with language barriers. Because of our business design, the LEP community targeted by the 4 factor analysis is an external community attempting to communicate the needs for transportation. However, we communicate across many languages due to the nature of our global fleet and their developed customer bases.

Yellow Cab/Ute Cab's online assets can be translated into most global languages. To make language barrier communications clearer for all parties we incorporate a translation chat that includes a 'disqus' community post and translation process. When a non-English speaking customer messages the online chat at yellowcab Utah.com/chat.html we can translate their message into English immediately.

LEP Four Factor Analysis:

Yellow Cab/Ute Cab is committed to ensuring LEP clients can be identified and assisted when they're seeking business information, product information, or our services. Our minimum age requirement of 18 is strictly enforced.

1. Indicating the number or proportion of LEP persons eligible to be served or likely to be encountered by our customer service using the reservation portal, calling our dispatch line, completing an online reservation form, or emailing our company directly.

1 Result		PCT062H AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO) [22]	
View: 10 25 50	Download Table Data	Decennial Census	Universe: Hispanic or Latino population 5 years and over
Decennial Census	PCT062H AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO) [22]	2000: DEC Summary File 3	
Label	Salt Lake County, Utah	Salt Lake City CCD, Salt Lake Co...	
▼ Total:	92,615	88,124	
➤ 5 to 17 years:	25,507	24,125	
▼ 18 to 64 years:	64,337	61,356	
Speak only English	18,581	17,243	
▼ Speak other languages:	45,756	44,113	
Speak English "very well"	17,026	16,063	
Speak English "well"	10,104	9,792	
Speak English "not well"	11,639	11,438	
Speak English "not at all"	6,987	6,820	
▼ 65 years and over:	2,771	2,643	
Speak only English	583	540	
▼ Speak other languages:	2,188	2,103	
Speak English "very well"	1,026	1,012	
Speak English "well"	533	508	
Speak English "not well"	254	228	
Speak English "not at all"	375	355	

2. The frequency in which Spanish Speaking LEP persons contact our services through the following methods:
 - Buses: Less than 1%
 - Public Meetings: Less than 1%
 - Customer Service interactions separate from corporate accounts and contracted agencies: 1%.
 - Surveys: 0%.

3. The frequency in which Spanish speaking LEP customers come in contact with Yellow Cab/Ute Cab in the Salt Lake City area while attempting to access our services is less than 1%. Our services are accessed within 2 categories.
 - Yellow Cab/Ute Cab is contracted with Salt Lake City, Salt Lake County, the state of Utah, and many private organizations and companies to transport the elderly and clients with ADA vehicle requirements. Because the majority of these clients that may have LEP concerns are communicated with during approval and scheduling processes, most barriers in communications have already been identified and mitigated. This pre-transport qualification process is out of our control as a company, and an operational component of those organizations and companies. Approximately 95% of LEP clients are transported using this method.
 - Potential Spanish speaking LEP persons can access our services by phone, by website reservation form, by email, and by accessing our online portal. 1% of these clients from ages 18 to over 65 communicate within the “not well” and “not at all” categories.
 - Potential LEP persons speaking other languages and not speaking English at an ESL level is less than 1% using the same service access points and identification criteria.

4. Yellow Cab/Ute Cab uses language barrier assistance during public meetings and private access to our products and services.
 - Spanish and other language LEP persons have access to our information, products, and services online using native browser translation tools. This includes our translation chat at yellowcabutah.com/chat.html. This is a free chat.
 - Spanish LEP translation can be completed by accessing our Spanish speaking taxi driver pool. Other languages can also be translated when an identified language is synced with any Yellow Cab/Ute Cab driver known to speak the language or dialect. This is a free service.
 - Title VI, ADA, EEO, and Complaint procedures are translated into Spanish on our website.
 - Scheduled public meetings supply driver translation services when Yellow Cab/Ute Cab is informed of the need via email when scheduling our annual meetings. This is a free service.

Yellow Cab/Ute Cab continues to evaluate translation and communication issues system wide and will develop communications tools for our transportation customers and driver customers as both groups grow and change within our system. We give information updates and train drivers and operations staff as our system changes with new processes. Yellow Cab/Ute Cab works with UTA in designing updated materials when new regulatory instructions are issued by Title VI adjustments.

Title VI Poster Example



Title VI and Nondiscrimination Commitment

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, Yellow Cab/Ute Cab will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, or disability.

Título VI y Compromiso de No Discriminación

De conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y las leyes y reglamentaciones relacionadas, Yellow Cab/Ute Cab no excluirá de la participación, negará los beneficios ni someterá a discriminación a ninguna persona por motivos de raza, color, origen nacional, sexo, edad o discapacidad.

Complaint Procedures

Yellow Cab/Ute Cab has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Yellow Cab/Ute Cab. Any such complaint must be in writing and filed with our Title VI Coordinator within one hundred eighty (180) calendar days following the date of the alleged discriminatory occurrence. For more information, please contact our Title VI Coordinator at info@yellowcabutah.com, or access our online Title VI procedures and complaint form at yellowcabutah.com/about.html. You can also scan the codes below.

Proceso para Tramitar Quejas

Yellow Cab/Ute Cab ha establecido un procedimiento de quejas por discriminación y tomará medidas inmediatas y razonables para investigar y eliminar la discriminación cuando se encuentre. Cualquier persona que crea que ha sido agraviada por una práctica discriminatoria ilegal bajo el Título VI tiene derecho a presentar una queja formal ante Yellow Cab/Ute Cab. Cualquier queja de este tipo debe hacerse por escrito y presentarse ante nuestro Coordinador del Título VI dentro de los ciento ochenta (180) días calendario posteriores a la fecha del presunto incidente discriminatorio. Para obtener más información, comuníquese con nuestro Coordinador del Título VI en info@yellowcabutah.com, o acceda a nuestros procedimientos y formulario de quejas del Título VI en línea en yellowcabutah.com/about.html. También puede escanear los códigos a continuación.

ADA/504 Statement

Pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations, UTA will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities.

Declaración ADA/504

De conformidad con la Sección 504 de la Ley de Rehabilitación de 1973 (Sección 504), la Ley de Estadounidenses con Discapacidades de 1990 (ADA) y las leyes y reglamentos federales y estatales relacionados, UTA hará todo lo posible para garantizar que sus instalaciones, programas, servicios y Las actividades son accesibles para las personas con discapacidad.

Scan for policies and procedures

- Equal Opportunity Employment
- Title VI Equal Rights
- ADA Wheelchair Accessible Rides



Busque políticas y procedimientos

- Empleo con Igualdad de Oportunidades
- Título VI Igualdad de Derechos
- Paseos accesibles para sillas de ruedas según la ADA