

## UTAH TRANSIT AUTHORITY POLICY

### UTA.05.12

#### POSITIVE PEOPLE MANAGEMENT

1) Purpose

Consistent with Utah Transit Authority's (UTA's) Mission, Values and Guiding Principles, this policy provides UTA with the means to help Employees be proactive, responsible, and accountable as they contribute to UTA's success. The success of Positive People Management (PPM) depends on the honesty and individual accountability of all Employees. UTA expects Employees to be professional, productive, and work to support each other in achieving personal developmental and organizational goals. The core principles of PPM affirm that UTA Employees are good people who deserve to be acknowledged and treated as individuals with fairness, dignity, and respect. The relationship between an Employee and their supervisor must be one of open communication that creates an environment of trust and collaboration. Timely recognition of individual and group accomplishments and excellent performance is essential. Employees are provided with the tools and training required to develop and succeed.

2) Definitions

*"Corrective Measures"* means actions that may be taken by Management that are considered formal disciplinary measures and are documented in the Personnel File.

*"Employee"* means a person employed by UTA, including all administrative and bargaining unit Employees. "Employee" does not mean an independent contractor, a person working for an agency that provides staffing resources to UTA, or a person hired by a contractor performing work for UTA.

*"Employee Expectations"* means the organizational expectations for Employee conduct outlined in the Employee Handbook.

*"Leader"* means any person who has responsibility for and oversight of Employees reporting directly to them.

*"Management"* means UTA Executives, Managers, and Supervisors.

*"Performance Tools"* means actions that may be taken by Management that are used to enhance performance, are informal and non-disciplinary.

*"Personnel File"* means the official depository of records pertaining to an Employee's employment at UTA.

3) Policy

A. Positive People Management

All Employees are required to meet Management's performance standards and Employee Expectations. The following Performance Tools and Corrective Measures are to be used by Management to recognize, improve or correct Employee performance on a case-by-case basis. Any noncompliance with performance standards or Employee Expectations must be addressed

or corrected by Management consistently. This policy or any statement in this policy does not create a contract between UTA and any person or entity. Nothing in this policy is intended to alter the employment-at-will relationship in any way. This procedure will be interpreted and applied in conformance with UTA policy on information security.

## B. Performance Tools

### 1. Recognition

Timely positive feedback is a critical component of reinforcing high performance and is shown through personal expressions of thanks and appreciation for work well done. UTA Management encourages opportunities to recognize Employee contributions in front of peers and through written letters of commendation that may be placed in the Employee Personnel File.

### 2. Performance Incentives

The satisfaction an Employee feels when meeting and exceeding internal and external customers' expectations is the biggest incentive for work well done. When Employees routinely meet and exceed those expectations, UTA may provide Employees performance-based rewards and opportunities to grow or progress through training or special assignments for personal development while expanding their ability to contribute to the organization.

### 3. Coaching

UTA Management may employ non-disciplinary performance coaching to enhance Employee performance. Coaching is a process intended to help Employees understand expectations, provide instruction, and monitor progress and performance.

### 4. Training and Development

UTA Management may identify additional training or personal development opportunities for Employees that it believes will assist Employees in performing their job responsibilities. UTA is committed to allocating resources to achieve PPM goals through training and Employee development.

### 5. Development Plan

UTA Management may suggest that an Employee follow a development plan. A development plan is a non-disciplinary written document that may contain the Employee's goals, recommended or agreed-upon action steps to achieve those goals, or a reminder of performance expectations. A development plan is a tool designed to assist Employees in understanding expectations and set a clear path to a higher level of performance.

## C. Corrective Measures

UTA Management may employ Corrective Measures when an Employee does not meet performance standards or Employee Expectations. In determining the degree of Corrective Measure to be employed, a Leader may determine the appropriate measure based on the relevant facts and circumstances, including the Employee's prior employment history. UTA may also place an Employee on a leave in accordance with the UTA Employee Handbook.

### 1. Written Notification

Identifies behavior out of compliance with expectations or procedures; sets clear expectations and may include consequences if performance does not improve.

### 2. Administrative Leave

Paid leave used to review expectations and determine whether or not an Employee is willing to continue employment and meet expectations.

3. Performance Agreement

Sets clear expectations and consequences for failing to meet them, typically required for return to work after administrative leave or an unpaid leave of absence.

D. Termination

Termination of employment should be used when other measures have not worked to change behavior or the offense is very serious and the adverse consequences to UTA are great. With regard to safety, health, or civil rights issues, specific policies must be enforced that may specify the appropriate action.

4) Review

This policy must be reviewed annually as required by Utah Code.

5) Cross-References

- UTA.01.20 Information Security
- UTA Employee Handbook
- UTA.05.02 Paid Time Off – Administrative Employees
- Utah Code § 17B-0-802 Review of Personnel Policies

This UTA Policy was reviewed by UTA’s Chief People Officer on 05/29/2026, and approved by the Executive Director on \_\_\_\_\_. This policy takes effect on the latter date.

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Jay Fox  
Executive Director

Approved as to form and content:

DocuSigned by:  
*Mike Bell*  
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Counsel for the Authority

**History**

Date	Action	Owner
09/28/2004	Positive People Management Program, adopted	
09/14/2005	Positive People Management Program, revised	
12/13/2006	Positive People Management Program, revised	
01/25/2007	Positive People Management Program, revised	
04/20/2009	6.3.1 Positive People Management Program, revised	
	Revised and Renumbered – UTA.05.12 Positive People Management	Chief People Officer
	Board Reviewed – UTA.05.12 Positive People Management	Chief People Officer