

UTAH TRANSIT AUTHORITY POLICY

UTA.01.02

AMERICANS WITH DISABILITIES ACT COMPLIANCE

1) Purpose

To ensure that all Utah Transit Authority (UTA) programs, services, and Facilities are Accessible to qualified individuals with Disabilities in compliance with all titles of the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008. Title I of the ADA prohibits discrimination against Applicants and employees with Disabilities in all aspect of employment, as well as the provision of Reasonable Accommodations. The UTA Employee Handbook addresses this portion of ADA compliance. Title II of the ADA prohibits discrimination against individuals with Disabilities in the provision of public transportation services. Title III of the ADA requires that individuals with Disabilities must have full and equal access to and enjoyment of the goods, services, Facilities, or accommodations of any public or private place of public accommodation. Title IV of the ADA requires the provision of telecommunication relay services. Title V of the ADA includes miscellaneous provisions including the requirement that covered entities comply with Section 504 of the Rehabilitation Act of 1973 and prohibits retaliation, intimidation, coercion, threats, or interference with people who seek to exercise their rights under the ADA. The UTA Employee Handbook addresses this portion of ADA compliance.

2) Definitions

“Accessible” means a program, service, or Facility that can be accessed and is capable of being used by an individual with a Disability, in compliance with the ADA.

“Applicant” means an individual who submits an application for employment to the UTA. This includes both internal and external job Applicants.

“Disability” means a physical or mental impairment that substantially limits one or more major life activities and includes:

- A history or record of such an impairment;
- Being regarded as having such an impairment.

Note: Disabilities can be visible and invisible. Per the legislative intent of the ADA, this definition must be broadly interpreted.

“Facility” means all or any portion of buildings, structures, site improvements, elements, vehicles, equipment, pedestrian routes, parking lots, or vehicular ways located on a site.

“Reasonable Accommodation” means changes to UTA’s employment policies, practices, and procedures to enable qualified individuals with Disabilities to fully participate in UTA’s employment processes.

“Service Animal” means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a Disability, including, but not limited to, guiding

individuals with blindness or low vision, alerting individuals with blindness or low vision to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. This definition is consistent with the United States Department of Transportation's (DOT) definition.

"Service Modification" means changes to UTA's operational policies, practices, and procedures to ensure that UTA transportation services are Accessible to and usable by individuals with Disabilities.

3) Policy

A. Commitment

UTA is committed to full compliance with the ADA and Section 504 of the Rehabilitation Act of 1974. All employees are responsible for ensuring that UTA Facilities, programs, and services are Accessible to and usable by individuals with Disabilities as required by the ADA. UTA prohibits retaliation against individuals who file complaints regarding ADA compliance or who support an individual in filing such complaints.

B. Public Services and Public Accommodations

To ensure compliance with ADA requirements, as well as to ensure that services and accommodations are Accessible to the general public, the ADA Compliance Officer will review the following prior to final adoption:

1. Construction plans for new Facilities
2. Plans for remodeling existing Facilities
3. Procurement specifications for bus and rail vehicles
4. Data collection tools posted on UTA's website
5. External web-based applications for mobile devices

C. Online and Electronic Content

1. All online and electronic content, including the UTA website, electronic documents, or data collection tools posted on the UTA website, and applications ("apps") for personal electronic devices procured by UTA, must be Accessible. Additionally, they must accord with the requirements of UTA policy on information security.
2. External web content and web apps, including content used on mobile devices, must meet the latest version of the Web Content Accessibility Guidelines (WCAG) developed by the World Wide Web Consortium (W3C).
3. Prior to launching new or updated external web content or applications, internal testing must be conducted with members of the Disability community to verify accessibility.

D. Requests for Information in Alternate Formats

UTA will provide information in an alternate format upon request. Alternate formats may include braille, large print, or audio for printed materials or an American Sign Language (ASL) interpreter for meetings. Alternate format requests for information regarding UTA's paratransit or flex route service will be forwarded to the Special Services Customer Care department for processing. All other alternate format requests will be forwarded to the ADA Compliance Officer for processing.

E. Telecommunications

UTA will participate in the telephone relay services available when an individual dials 7-1-1. Such relay services will accord with UTA policy on information security.

F. Service Animals

1. Individuals must maintain control of their Service Animals at all times on all UTA vehicles, in all UTA Facilities, and when participating in all UTA services or programs.
2. While in UTA vehicles or Facilities, Service Animals must remain on an individual's lap or on the floor at the individual's feet, unless the ADA Compliance Officer has granted a Service Modification request.
3. Service Animals may be excluded from a UTA vehicle, Facility, service, or program if they present a safety threat, which may include acting aggressively toward people or other animals.
4. Service Animals may be excluded from a UTA vehicle,
5. Facility, service, or program if they urinate or defecate in a UTA vehicle or Facility.
6. Service Animals must be clean and well groomed.

G. Procurement

Language will be included in applicable requests for proposals and contracts requiring that programs, services, and Facilities will be Accessible to and useable by individuals with Disabilities.

H. Policy Considerations

The information and examples outlined in this policy are intended to provide a general overview only and should not be viewed as an exhaustive list of obligations that UTA may have under the Americans with Disabilities Act. UTA employees are strongly encouraged to reach out to the ADA Compliance Officer for additional guidance and clarification during the planning stages of all new or substantially altered programs, services, and Facilities.

4) Review

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

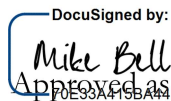
5) Cross-References

- Americans with Disabilities Act, 42 U.S.C. § 12101
- UTA.01.20 Information Security
- UTA.04.04 Customer Communications
- UTA Employee Handbook, Americans With Disabilities Act Compliance
- UTA Paratransit Rider's Guide
- UTA SOP HR 110-Reasonable Accommodation Request Handling
- UTA SOP HR 120-Applicants Requesting ADA Accommodations
- UTA SOP HR 130-Job Reassignment Under ADA
- UTA SOP BO 1.6-Wheelchair Lift and Ramp Operation
- UTA SOP BO 1.9-Serving Customers with Disabilities

- BU 6.9 In-System Requests for Reasonable Modifications of Policies and Practices
- BU 7.0 Transit Improvement Projects
- 49 C.F.R. § 37.3 Transportation Services for Individuals with Disabilities Definitions
- 42 U.S.C. § 12101 Americans with Disabilities Act of 1990
- Americans with Disabilities Act Amendments Act of 2008
- World Wide Web Consortium - Web Content Accessibility Guidelines
- Section 504 of the Rehabilitation Act of 1973
- Utah Code § 17B-1-802 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.

 Jay Fox
 Executive Director

DocuSigned by:

 Approved as to form and content:

 Counsel for the Authority

History

| Date | Action | Owner |
|-----------|--|------------------------|
| 1/13/2020 | Adopted – UTA Policy 6.1.1 American with Disabilities Act (ADA) Compliance | ADA Compliance Officer |
| 5/26/2022 | Renumbered - UTA.01.02 American with Disabilities Act (ADA) Compliance | ADA Compliance Officer |
| 5/25/2022 | Board Approved – UTA.01.02 American with Disabilities Act (ADA) Compliance | ADA Compliance Officer |
| 5/26/2022 | Adopted - UTA.01.02 American with Disabilities Act (ADA) Compliance | ADA Compliance Officer |
| | Revised – UTA.01.02 American with Disabilities Act (ADA) Compliance | Chief People Officer |
| | Board Reviewed – UTA.01.02 American with Disabilities Act (ADA) Compliance | Chief People Officer |