

AMERICANS WITH DISABILITIES ACT

Effective Communication Policy



Updated 2026

Americans With Disabilities Act (ADA): Effective Communication Policy

Reasonable Accommodation Plan; Request for Auxiliary Aids & Services; Grievance Procedures

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, Wasatch Front Regional Council (WFRC) will ensure that communications with individuals who have hearing, speech, vision, and/or other physical, mental, or cognitive limitations are as effective as possible in the delivery of its programs, services, and activities.

Upon request from a qualified individual with a disability (meaning any member of the public who meets the basic criteria to attend, observe, or participate in a WFRC event, regardless of whether they are a primary participant or an accompanying guest), WFRC will furnish appropriate auxiliary aids and services and reasonable accommodations to afford the individual an equal opportunity to participate in and have access to WFRC's programs, services and activities.

Reasonable Accommodation Plan and Request for Auxiliary Aids and Services

A qualified individual may request reasonable accommodation or auxiliary aids and services at any time; however, the accommodation, aid, or service may require advance planning, so receiving a request 72 hours prior to the time the accommodation, aid, or service is needed is preferred. WFRC may ask for documentation verifying the need for a reasonable accommodation, aid, or service only to confirm the disability-related need(s) for the requested accommodation(s). WFRC may also request that the individual provide suggestions for reasonable accommodation. Examples of reasonable accommodation may include, but are not limited to:

- Permitting a family member or other authorized representative to assist;
- Providing qualified language translators and interpreters;
- Permitting a service animal to assist while on the premises;
- Extending a submission deadline, if there is difficulty completing or collecting necessary documentation.

The decision to approve or deny a request for reasonable accommodation, aid, or service is made on a case-by-case basis and takes into consideration the disability and the needs of the individual as well as the nature of the program, service, or activity in which the individual seeks to participate. Decisions for granting or denying an auxiliary aid or service will not be based on any generalized rules or broad policies but may include evaluation of whether another equally effective means of communication is available. A requested accommodation will not be approved if one of the following would occur as a result: a violation of State and/or Federal law, a fundamental alteration in the nature of the WFRC program, service or activity, creation of an undue financial or administrative burden, or an alteration that requires the removal or alteration of a load-bearing structural item or is otherwise structurally infeasible.

Digital Accessibility

WFRC strives to ensure that its digital communications, including its website, online public engagement tools, virtual meetings, electronic documents, and other digital content, are accessible to individuals with disabilities. In alignment with Title II of the Americans with Disabilities Act (ADA), WFRC is actively working to conform all public-facing web content and mobile applications to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards ahead of the federal April 26, 2027, compliance deadline.

Individuals who experience difficulty accessing digital content or participating in virtual activities may request reasonable accommodations, alternative formats, or assistance by contacting the Compliance Administrator. WFRC maintains a proactive digital content strategy and performs regular accessibility audits to ensure ongoing barrier remediation.

Contact: Andrea Pearson, andrea.pearson@wfrc.utah.gov or 801-363-4250, ext. 1100
41 North Rio Grande Street, Suite 103, Salt Lake City, UT 84101

Grievance Procedure

Any individual who believes that there has been a violation of this policy may register a grievance with WFRC. WFRC's Grievance Procedure has been established to meet the requirements of the ADA. It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of programs, services, activities, or benefits by WFRC. Employment-related disability discrimination is handled via internal personnel rules, not this public portal.

The grievance should be submitted by the complainant and/or his/her/their designee as soon as possible and no later than 180 calendar days after the alleged violation. The grievance should be in writing and contain information about the alleged discrimination, such as name, address, phone number of the complainant and date, location, and description of the problem. Alternate means of filing a grievance, such as personal interview with WFRC's Compliance Administrator or a receipt of a recording of the grievance, will be made available upon request, for persons with disabilities.

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Within 15 calendar days after receipt of the grievance, WFRC's Compliance Administrator or designee will meet or correspond with the complainant to discuss the grievance and the possible resolutions. Within 15 calendar days of the meeting, the Compliance Administrator or designee will respond to the complainant in writing, and where applicable, in a format accessible to the complainant, such as large print or audio recording. The response will explain the position of WFRC and offer options for substantive resolution of the grievance.

Grievances can also be submitted to:

UDOT Civil Rights Department, Utah Department of Transportation
4501 S 2700 West, PO BOX 141265, Salt Lake City, UT 84114-1265
Phone: 801-965-4384; TTY Relay: 711 or 1-800-346-4128
civilrights@utah.gov

In addition to, or in lieu of, filing a grievance with WFRC or UDOT, an individual may submit a written complaint within 180 days of the alleged violation directly to the federal funding oversight authorities:

Federal Highway Administration (FHWA)
Utah Division Office
2520 West 4700 South, Suite 9A
Salt Lake City, UT 84129
Phone: 801-955-3500

Federal Transit Administration (FTA)
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
Toll-Free: 1-888-446-4511

Complaints may also be submitted digitally via the [FTA Online Civil Rights Complaint Form](#) or by emailing FTA.ADAAssistance@dot.gov.

Any individual who elects to first file a complaint with WFRC or UDOT is advised that the above 180-day deadline for filing a written complaint with a federal agency still applies.

Notification of Policy

Notification of this policy will be provided to employees, applicants, participants, and members of the public who have hearing, speech, vision, communication and/or cognitive limitations in a manner determined most effective, including making the policy available in large print or audio format. A staff member may also read this policy to an individual upon request.



WASATCH FRONT REGIONAL COUNCIL

wfrc.utah.gov | 41 North Rio Grande Street, Salt Lake City, Utah 84101 | 801-363-4250