ADA GURU's
Public Transit Workshop List & Descriptions

Jess Segovia, your ADA Guru, offers the following workshops to assist transit professionals of all levels and responsibilities in providing high quality, accessible transportation services.

ADA Guru, Jess Segovia, has over two decades of public transit experience; most recently as the ADA Compliance Manager for Los Angeles Metro.

1. ADA Requirements for Bus & *Demand Responsive Services: This course reviews the operating elements required by the Americans with Disabilities Act (ADA) in providing fully accessible fixed route bus and demand responsive services (*ADA Paratransit, Dial-A-Ride, Deviated Fixed Route, Human Service Transportation, etc.) to people with disabilities. Content includes Non-Discrimination Requirements, Assisting Riders with Disabilities (including riders using wheelchairs, walkers, hidden disabilities, etc.), Service Animals, Direct Threat/Denial of Service, Reasonable Modification, Driver Training, Accessible Information and ADA Paratransit requirements.

2. ADA Paratransit Eligibility Determination: This course reviews key elements in providing compliant ADA Paratransit eligibility determination services; including in-person eligibility. Topics include but are not limited to evaluating people with mobility disabilities, cognitive disabilities and visual impairments.

3. Advanced Wheelchair Securement Strategies (Addressing Difficult to Secure Wheelchairs): This course provides comprehensive strategies for securing difficult to secure wheelchairs, scooters and other mobility aids. Content includes best practices for Driver training and securement policies.

4. Bus Stop Accessibility Requirements: This course provides a review of the ADA's requirements for creating and maintaining accessible bus stops; including path of travel and how to prioritize bus stop and amenity improvements.

5. Creating Effective Operating Policies, Procedures & Documentation Strategies: This course provides best practices in creating (and enhancing) operating policies and procedures for the delivery of accessible public transit services. Includes discussing a variety of approaches to documenting issues involving riders with disabilities in order to reduce agency liability.

6. Evaluating Your Community's Transportation Coordination Effectiveness: Participants will use an evaluation tool to evaluate the current level of transportation coordination effectiveness in their community. This exercise provides insight into how a community can more effectively plan and deliver transportation services to vulnerable populations.

7. Enhancing Your Community's Mobility Management Program: This course reviews strategies for improving a community's mobility management program; including ways to increase participation by key community stakeholders and enhancing the safety and quality of transportation services delivered.

8. ADA Hot Topics – Service Animals, Direct Threat/Denial of Service & Reasonable Modification Requirements: This course reviews key ADA regulations for assisting riders with disabilities using Service Animals, applying the Direct Threat/Denial of Service regulation effectively, and understanding the implications of Reasonable Modification of Services on transit operations.

9. Strategies for Reducing ADA-related Lawsuits & Complaints: This course provides creative strategies for reducing ADA-related lawsuits and complaints filed by riders with disabilities. Best practices are discussed that help agencies reduce liability and improve safety.

10. Improving Your Regional Transportation Coordination Planning Process: This course reviews proven strategies for enhancing the process and content for creating and/or updating a community's Transportation Coordination Plan; including strategies for identifying and maximizing existing transportation resources.

11. It's a Jungle Out There! The Wild World of Service Animals: This course reviews the ADA regulations for assisting riders with disabilities using Service Animals. Content includes developing a comprehensive understanding of what is, and is not, a Service Animal, how to identify service animals, allergy concerns, etc.

12. Creating/Enhancing Your Secret Shopper Program (Mystery Rider): This course reviews key program elements for creating (or enhancing) your Secret Shopper Program; including the creation of effective survey questions, proper secret shopper conduct and procedures, and data reporting.

13. ADA Requirements for Attorneys & Legal Counsel: This course reviews key ADA compliance regulations from the perspective of attorneys and legal counsel staff for public transit and private transportation organizations. Best practices will be discussed that will help agencies reduce their liability and ensure the delivery of fully compliant transportation services.

14. Building a Case for Denying Services to a Rider with a Disability: This course reviews specific practices for identifying challenging riders, documenting their conduct, and creating and implementing a service denial process that protects the transit agency to the greatest degree possible.

15. Strategies for Increasing Ridership by People with Disabilities: This course reviews best practices for making public transit services more usable by riders with disabilities; which often leads to an increase in total ridership. Elements discussed include marketing strategies, operator training enhancements, community involvement and improving the on-vehicle experience of riders with disabilities.