

# TRANSIT TRAINING WORKSHOPS

## Strategies for Reducing ADA-related Complaints and Lawsuits



## Creating Effective ADA Operating Policies

### DATE & LOCATION

**Wednesday, May 22, 2024 – Manteca Transit Center**

**220 Moffat Blvd., Manteca, CA 95336**

### Session 1

## STRATEGIES FOR REDUCING ADA-RELATED COMPLAINTS AND LAWSUITS

This workshop will review numerous strategies designed to reduce ADA-related complaints, improve safety, and reduce liability. Strategies will also include creating realistic expectations of transit services, effectively using complaints data, and compliance oversight guidance.

*9:00 am to 12:00 noon - \$249 per person*

### Session 2

## CREATING EFFECTIVE POLICIES & PROCEDURES

This workshop provides best practices for improving ADA-related operating policies and procedures for the delivery of accessible public transit services. ADA policy topics include Service Animals, providing a “reasonable” level of assistance to passengers, allowing “adequate” time to board/alight, Denying Services, Reasonable Modification of Services, and many others!

*1:00 to 4:00 pm - \$249 per person*

**ATTEND BOTH SESSIONS AND SAVE! - ~~\$499~~ \$399 per person – reduced rate!**

Credit card users can register and make payment at [ADAguru.co/workshops](https://ADAguru.co/workshops). For payment via check, please email Jess Segovia at [info@ADAguru.co](mailto:info@ADAguru.co) or call 626.379.8400.

### ABOUT THE PRESENTER

Jess Segovia is a public transit professional with 25 years of experience working to ensure that transit agencies comply with the ADA. He has also facilitated sessions at National RTAP, CALACT, TASC, AzTA, and SWTA conferences; and has trained staff from OCTA, Dallas DART, TriMet, Charlotte CATS, VIA, and hundreds of other transit agencies throughout the United States.