



Hosted by Manteca Transit

# UPCOMING TRANSIT TRAININGS

- ADA COMPLIANCE REQUIREMENTS
- MANAGING ADA COMPLAINTS
- ADA PARATRANSIT ELIGIBILITY DETERMINATION



## DATES & LOCATION

**May 13 & 14, 2025 – Manteca Transit Center**

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



### **May 13 – ADA COMPLIANCE REQUIREMENTS FOR PUBLIC TRANSIT SERVICES**

This training reviews the operating elements of the ADA in providing fully accessible fixed route bus and demand responsive services (\*ADA Paratransit, Dial-A- Ride, Deviated Fixed Route, 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. *9:00am to 2:30pm - \$299 per person*

### **May 14 (am) – INVESTIGATING & RESOLVING ADA COMPLAINTS**

Many transit agencies struggle with the processes of receiving ADA complaints, and especially how to investigate and resolve them. What operating elements should be considered when investigating a complaint? Does it matter if the complaint is valid or not; and what do we do with the data? Do agencies need to respond to passengers...and if so, how? *9:00am to Noon - \$199 per person*

### **May 14 (pm) – ADA PARATRANSIT ELIGIBILITY DETERMINATION**

This training reviews key elements in providing compliant ADA Paratransit eligibility determination services; including in-person eligibility. How do agencies ‘strictly limit’ Paratransit services to only those that qualify? And how can agencies have an effective ‘paper only’ eligibility determination process? Topics include best practices for evaluating people with mobility disabilities, cognitive disabilities and visual impairments. *1:00 to 4:00pm - \$199 per person*

**ATTEND BOTH DAYS AND SAVE! - ~~\$749~~ \$599 per person – reduced rate!**

Credit card users can register and make payment at [ADAguru.co/workshops](http://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 over 25 years of experience working to ensure that transit agencies comply with the ADA. He has also facilitated sessions at CTAA, National RTAP, CALACT, TASC, AzTA, and SWTA conferences; and has trained staff from Los Angeles METRO, OCTA, Dallas DART, TriMet, Charlotte CATS, VIA, and hundreds of other transit agencies throughout the United States.