



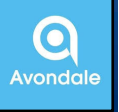
ADA COMPLIANCE TRAININGS



1. Creating / Improving ADA Operating Policies
2. ADA Complaints Handling & Investigation Processes
3. Improving ADA Driver Training Programs
4. Effective ADA Service Monitoring & Oversight



ADOT RTAP REIMBURSEMENT IS AVAILABLE!



CREATING / IMPROVING ADA OPERATING POLICIES – Nov. 9 (AM)

This workshop provides best practices for improving ADA-related operating policies for the delivery of accessible public transit services. Topics include Service Animals, providing a “reasonable” level of assistance to passengers, allowing “adequate” time to board/alight, service denials, Reasonable Modification of Services, and many others! – 9:00 am to 12:00 noon – Avondale location

ENHANCING ADA COMPLAINTS HANDLING & INVESTIGATION PROCESSES – NOV. 9 (PM) – 1:00 to 4:00 pm – Avondale location

Join your fellow transit peers as we discuss ways to enhance complaints intake processes, recommended investigation elements (audio / video pull, Driver interview, etc.), making accurate / fair / consistent determinations, responding to complainants, and the importance of collecting and using complaints-related data to make vital operational improvements.

IMPROVING ADA DRIVER TRAINING PROGRAMS – Nov. 10 (AM)

9:00 am to 12:00 noon – Mesa location

This training provides best practices for improving your agency’s ADA Compliance Driver Training Program. Topics include pre-training evaluations, effective training approaches, use of materials, recommended mobility devices and advanced wheelchair securement strategies, and many more!

STRATEGIES FOR REDUCING ADA-RELATED COMPLAINTS AND LAWSUITS – Nov. 10 (PM) – 1:00 to 4:00 pm – Mesa location

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.

1 training = \$249 / person

2 trainings = \$449 / person

3 trainings = \$629 / person

**All 4 workshops = \$799 / person
(a \$200 savings!)**

Credit card users can register and make payment at

ADAguru.co/workshops.

For payment via check, please contact Jess Segovia at:

Email – JSegovia@ADAguru.co

Phone – 626.379.8400

ABOUT THE PRESENTER

Jess Segovia, ADA Guru, has over 28 years of experience supporting public transit agencies in their safe and compliant delivery of a variety of transportation services. Jess is the former Transit Manager for the City of Avondale and is nationally recognized as an expert in the operating requirements of the ADA.