



JESS SEGOVIA IV
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19433 Graham Lane
Santa Clarita, CA, 91350

August 11, 2024

Victor Kandle
County of Hawai'i
25 Aupuni Street
Hilo, Hawai'i 96720

Re: Statement of Qualifications – ADA Guru

Dear Mr. Kandle:

Thank you for the opportunity to submit a Statement of Qualifications for the County of Hawai'i. It would be a pleasure to continue supporting the County's efforts to enhance transportation services for the residents and visitors, as well as meeting the requirements of the Americans with Disabilities Act (ADA). ADA Guru best meets the category: TA.9 – Operations Research.

I have spent my twenty-five (25) year career in public transit working to assist transit agencies of all types and sizes to not only comply with the ADA, but to create programs that consider industry best practices, available funding, and an agency's "culture of accessibility". This experience has helped me successfully facilitate over forty (40) ADA Paratransit Eligibility Certification training sessions nationwide since 2010. ADA Guru is considered as an expert in the transit operating requirements of the ADA.

Most recently ADA Guru completed an ADA Compliance Review for Metro Transit in St. Louis, Missouri. This included a comprehensive review of the agency's compliance with the ADA and the development of recommendations for enhancing services for all riders, especially those with disabilities. The outcome of this project has provided many benefits to the St. Louis community, and I am confident that the County residents and visitors also benefit tremendously from ADA Guru's assistance.

Again, thank you for the opportunity to submit this Statement of Qualification. Please feel free to call or email with any questions.

Sincerely,

Jess Segovia, ADA Guru



STATEMENT OF QUALIFICATIONS

FIRM PROFILE

Age of Firm: 14 years

Number of Employees: 1 full-time employee since inception



ADA Guru (formerly Navigator Mobility Consulting) was established by Jess Segovia in 2010 and offers a full range of ADA Compliance services to transportation providers throughout the United States. Consulting services include Operator and staff training, Assessment of ADA Paratransit Programs, Operator Handbooks (policies & procedures), and related programs designed to educate transit professionals in understanding and applying the ADA's requirements for providing transportation to riders with disabilities.

CONTACT INFORMATION

Company Name: ADA Guru

Owner & Operator: Jess Segovia

Sole Business Location & Principal Place of Business: 19433 Graham Lane, Santa Clarita, California 91350

Telephone Number: 626.379.8400

Email Address: jsegovia@ADAguru.co

Website: www.ADAguru.co

EDUCATION, TRAINING & QUALIFICATIONS

Resume of Jess Segovia, ADA Guru

MR. JESS SEGOVIA IV

Accessible Public Transit Consultant, Trainer and Mobility Management Professional

Mr. Jess Segovia is a transportation professional who has spent his twenty-five (25) year career creating innovative programs and services for a variety of public and private agencies. Jess' core professional values of safety, communication and innovation have helped ensure the successful delivery of high quality, accessible transportation services.

Jess has operated ADA Guru (formerly Navigator Mobility Consulting) since 2010. ADA Guru specializes in ADA compliance and accessibility; as well as creating innovative programs designed to maximize limited resources available to communities throughout the United States.

In addition, ADA Guru delivered a variety of public transit training programs on topics like ADA & Fixed Route, ADA & Paratransit, Wheelchair Securement Training for Operators, ADA Paratransit Eligibility Determination, and Mobility Management. ADA Guru's clients include:

- Los Angeles METRO (California)
- Access Services (California)
- Metro Transit (Missouri)
- Dallas DART (Texas)
- VIA (Texas)
- GET Bus (California)
- Orange County Transportation Authority (California)
- North Carolina Department of Transportation
- National RTAP
- Community Transportation Association of America (CTAA)
- Charlotte CATS (North Carolina)
- Nebraska Safety Center
- Louisiana DOTD
- Gwinnett County Transit (Georgia)
- Coast RTA & PDRTA (South Carolina)
- Keolis Transit (California)
- High Point Transit (North Carolina)
- OmniTrans (San Bernardino, California)
- Yuma Metropolitan Planning Organization (Yuma, Arizona)



- A number of state Transit Organizations; including AZTA (Arizona), CalACT (California), CASTA (Colorado) and SWTA (Southwest United States)

YEARS OF EXPERIENCE

25+

ADDITIONAL EXPERTISE

- Contract management & negotiations
- Employee evaluation and training
- Evaluating costs, benefits and associated risks of existing and proposed plans, projects and programs

EDUCATION

- Master of Arts - Organizational Management (MAOM), Azusa Pacific University, Azusa, California, 2000
- Bachelor of Arts - Speech Communication / Organizational Management, California State University, Fullerton, California, 1997

EMPLOYMENT HISTORY

ADA Guru (formerly Navigator Mobility Consulting), Santa Clarita, California: Public Transit and ADA Compliance consultant. Creates and operates programs designed to maximize limited resources and provide high quality public transit services to people with disabilities. (April 2010 – present)

METRO, Los Angeles, California: Senior Manager, Accessibility. To ensure that METRO's services and facilities are compliant with state and federal regulations. Efforts include Bus Operator training development and implementation, Reasonable Modification implementation program, Accessibility of 175+ Transit Stations. (July 2013 – April 2018)

Parsons Brinckerhoff, Tempe, Arizona: Transportation Planning Manager. Projects included the City of Chandler Transportation Plan Update and Arizona Department of Transportation's Graham County Small Area Transit Study. Created and facilitated project management effectiveness trainings. (January 2008 – April 2010)

City of Avondale, Arizona: Managed the planning and operations of Fixed Route and Dial-A-Ride services. Jess monitored the services provided by City of Phoenix Transit on behalf of the Avondale Urbanize Area, which included the cities of Avondale, Goodyear, Litchfield Park, and Tolleson. Jess served as the liaison between the City of Avondale and Valley Metro/RPTA, MAG, ADOT, and Maricopa County. Jess also completed the design

and construction of a Transit Center on the campus of Estrella Mountain Community College. (October 2006 – January 2008)

Access Services, Los Angeles, California: Government Relations Administrator serving as liaison between Access Services and the 44 member agencies throughout Los Angeles County. Jess designed and implemented mobility management programs (travel training, Free Fare, etc.) and compliance programs (drug and alcohol, DBE, ADA). Other responsibilities included working with transit operators during route implementation/changes. (December 1998 – October 2006)

FINANCIAL CONDITION & DBE STATUS

ADA Guru is structured as a sole-proprietor and has one (1) full-time employee, and has an office in Santa Clarita, California. The company is also DBE certified in California by Los Angeles METRO. California Unified Certification Program (CUCP) # 40542.

ADA Guru is financially sound and does not have any financial challenges that would prevent the successful completion of this project.

REFERENCES & RELATED PROJECT EXPERIENCE

Jess Segovia, owner of ADA Guru, has been leading ADA Compliance projects and trainings throughout the United States since 1998 and has completed numerous ADA Compliance projects specific to public transit agencies complying with the requirements of the Americans with Disabilities Act.

A list of ADA Compliance projects is below:

1. **St. Louis Metro Transit ADA Compliance Evaluation (2024)** – St. Louis, MO: This project, completed in early 2024, required ADA Guru to complete a review of Metro Transit's fixed route bus, ADA Paratransit, and Light Rail services for compliance with the operating requirements of the ADA. A report identifying either compliance, a deficiency, or not applicable was created for all ADA operating requirement elements.



*PROJECT SUCCESSFULLY DELIVERED ON SCHEDULE AND ON BUDGET.

-Project Contact Information: Charles Stewart, Chief Operating Officer, castewart@bistatedev.org, 314.982.1472 telephone

2. **ADA Paratransit Eligibility Determination Evaluation & SOW (2024)** – Orange, CA: This project, completed in July 2024, required ADA Guru to complete a review of Orange County Transportation Authority's ADA Paratransit Eligibility Determination program, develop a set of recommendations for enhancing the review process, and update the scope of work for the upcoming procurement process.



*PROJECT SUCCESSFULLY DELIVERED ON SCHEDULE AND ON BUDGET.

-Project Contact Information: Gracie Davis, Accessible Services Manager (former, recently retired), gadavis814@gmail.com, 213.509.7616 telephone

3. **ADA Paratransit Eligibility Determination Program Assessment** (2023) – Cheyenne, Wyoming: ADA Guru recently completed an assessment of Cheyenne Transit's ADA Paratransit Eligibility Determination program. This assessment included a review of the following eligibility determination elements:



- ADA Paratransit Application content
- Professional Verification form content
- Website content and program descriptions
- Eligibility determination findings data

A set of recommendations for improving the effectiveness and compliance of the Cheyenne Transit ADA Paratransit Eligibility Determination program was developed for implementation. Recommendations included, but were not limited to:

- Enhancing application and professional verification question content and order of sections
- Improving responses pertaining to the description of:
 - Each applicant's disabilities, and
 - Applicant's abilities to complete tasks associated with using fixed route bus services.

*PROJECT SUCCESSFULLY DELIVERED ON SCHEDULE AND ON BUDGET.

-Project Contact Information: Renae Jording, Transit Director, rjording@cheyennecity.org, 307.637.6384 telephone

4. **El Dorado Transit Short Range Transit Plan** (2023)

– Diamond Springs, CA: This project, completed in 2023, involved a comprehensive ADA Compliance review of fixed route bus, ADA Paratransit, and non-ADA demand responsive services. The projects also required ADA Guru to complete a review of El Dorado Transit's ADA Paratransit Eligibility Determination program.



ADA Guru completed the following tasks as a subcontractor to DanTec Associates, the project prime:

- A review of the ADA Paratransit Eligibility Application content
- A review of paratransit determination findings data, including meeting 21 day requirements and Appeals process
- Recommendations for:
 - Enhancing paratransit application content, including:
 - Introductory information and explanation of the eligibility process
 - Improving description of service types (curb-to-curb vs. origin-to-destination)
 - Adding description of eligibility length and recertification policies
 - Clarifying whether Professional Verification is required for all applicants or only when requested
 - Ensuring a fully equitable process for all applicants

*PROJECT SUCCESSFULLY DELIVERED ON SCHEDULE AND ON BUDGET.

-Project Contact Information: Brian James, Executive Director,
BJames@eldoradotransit.com, 530.642.5383 telephone

5. **San Benito County Short- and Long-Range Transit Plan** (2022) – Hollister, CA:

This project, completed in 2022, included a review of San Benito County's ADA Paratransit Eligibility Determination program.



ADA Guru completed the following tasks as a subcontractor to DanTec Associates, the project prime:

- A review of the ADA Paratransit Eligibility Application content
- A review of paratransit determination findings data, including meeting 21 day requirements and Appeals process
- Recommendations for:
 - Enhancing paratransit application content
 - Ensuring a fully equitable process for all applicants



- Alternatives to existing “paper” paratransit eligibility determination process (The County chose to keep its existing process given its desire for a less restrictive determination process)

*PROJECT SUCCESSFULLY DELIVERED ON SCHEDULE AND ON BUDGET.

-Project Contact Information: Regina Valentine, Transit Planner (formerly, left agency in 2023), reginamarievalentine@gmail.com, 831.524.3022 telephone