

Santa Clara Valley
Transportation Authority
Mobility Options Program

Presented By Paulette Mulligan

Presented to: The Mobility
Options Task Force Committee

Accessible Services Department

- In keeping with the broader goal of the Americans with Disabilities Act of 1990 (ADA), the Accessible Services Department has taken the lead to develop a Mobility Options Program that will provide person with disabilities and seniors, with the skills that will empower them to freely travel on VTA's public transportation system.

The Mobility Options Program

- Will provide persons with disabilities including seniors with knowledge, and skills needed to use bus and light rail services.
- Will provide information and travel resources to enhance personal confidence for increased use of independent travel options.

The Goal of the Mobility Options Programs

- To teach persons with disabilities including seniors, the necessary skills to be able to use fixed route as an option to meet their travel needs.

The Mobility Options Program will offer:

A variety of travel training options including:

- Group Travel Instruction;
- Tailored one on one travel instruction;
- Specialized Training and,
- Peer Model travel instruction.

Anticipated Mobility Options Program Participants

- Individuals with disabilities who wish to complete some of their trips independently using bus or light rail services;
- Seniors;
- Customers who may have some experience using fixed route, but need assistance with specific trips; and,

Anticipated Mobility Options Program Participants continued

- Individuals who may require the services of an Orientation and Mobility Specialist, or services of instructors with experience travel training those with developmental disabilities, and do not have those resources available to them;

Achieving the Mobility Options Program Goal

- In cooperation with social service agency partners, and other community agencies, VTA staff will work to promote independent travel options for people with disabilities and seniors in Santa Clara County, by providing training opportunities; and,

Achieving the Mobility Option Program Goals - continued

- Develop an action oriented Mobility Options Task Force that will work together to provide support, knowledge, and informational resources which will aid in the success of travel training programs through out Santa Clara County.

Mobility Options Program Creative Partnership Ideas

VTA is committed to provide:

- Bus Stop accessibility
- Review of path of travel accessibility and barrier resolution when necessary;
- A bus for on-site travel training visits;
- Bus schedules, maps and related materials for travel training activities; and,

Mobility Options Program Creative Partnership Ideas - continued

- Convenient Regional Transit Connection (RTC) Discount Card visits to partner agencies to assist their respective customers obtain or renew access to bus and light rail reduced fares or monthly passes.

Mobility Options Program Creative Partnership Ideas - continued

Possible Partner Agency Participation:

- Make agency presentations;
- Provide contact information of customers interested in travel training;
- Provide opportunity for VTA to 'Tag Team' with Partner Agency Travel Training sessions.

Mobility Options Program

Functions of the Task Force

- Support opportunities for independent travel;
- Enhance travel training programs through a cooperative exchange of information, time and talent; and,
- Provide and share ideas for achieving successful travel training programs.

Mobility Options Program – Measurement of Success

- Participants develop skills and confidence to make choices regarding their independent travel options;
- Participants gain the skills and ability to competently travel safely and independently; and,
- Participants increase the utilization of fixed route services.

Mobility Options Program – Is the Task Force for you?

- Does your agency have goals in common with the Mobility Options Program?
- Do you see a value in a cooperative effort with the Mobility Options Program?

Mobility Options Program – is the Task Force for you? -Continued

- Are you an individual that supports the independent travel options for people with disabilities and seniors?
- Are you able to assist community partners and VTA Staff in a common effort to provide knowledge and skills to enable people with disabilities, and seniors the ability to accomplish their independent travel tasks?

Mobility Options Program – Is the Task Force for you? -Continued

- Are you a VTA employee, that can offer assistance to Accessible Services Staff and our community partners in providing your expertise in areas relating to fixed route travel?

Mobility Options Program – Contact Information

- Camille Williams,
- Accessible Services Manager
- 408-952-8989

- Paulette Mulligan,
- Travel Training Coordinator
- 408-321-7038

Mobility Options Program – Contact Information - Continued

- Accessible Services Department:
- 408-952-4249,
- Fax 408-955-9754;
- E-mail: accessibleservices@vta.org
- VTA Customer Service Department
- 408-321-2300 TDD 408-321-2330