

**Survey for Public Input**

In keeping with its ongoing efforts to serve all members of the public, the Santa Clara Valley Transportation Authority (VTA) is implementing its Americans with Disabilities Act (ADA) transition plan and self-evaluation, and conducting a survey. The transition plan provides a comprehensive outline that inventories and prioritizes accessibility needs for persons with disabilities to access VTA facilities, programs, services, activities and events.

Your feedback is important to us and will provide valuable information on how VTA can better serve persons with disabilities. Thank you.

Today’s date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As our way of saying thank you for completing this survey, please enter your email address to be automatically entered into a random drawing for a $50 Amazon gift card.

(No commitment or purchase necessary. VTA Board members, employees, and contractors and their families are not eligible for this drawing. VTA does not sell email addresses.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What role most adequately describes your association with the VTA and the representation you are providing?

Member of the public with a disability

Member of the public without a disability

Relative or caregiver of a person with a disability

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you participate in programs, services, activities or events offered by the VTA?

No – please explain why not: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Yes - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service, or event?

No

Yes - Please list who you would contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you ever requested an accommodation for a disability from the VTA?

No

Yes - Please describe the request: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Was your accommodation provided?

No – Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Yes

Yes, but I was unsatisfied with how the accommodation was provided - Please explain:

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1. Is the attitude of VTA staff towards persons with disabilities generally helpful, supportive, positive, and proactive in solving accessibility issues?

No – Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Yes

Somewhat

Do not know

1. Are you aware of any specific concerns, complaints, or problems regarding access for persons with disabilities to any of the services, programs, or activities provided by the VTA?

No – please explain why not: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Yes - Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you know where to find the contact information for VTA’s designated ADA Coordinator on VTA’s website?

No – please explain why not if you have tried before: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No, I have not had a need or reason to seek out this person.

Yes - if so, was this information easy to find?\_\_\_\_\_\_\_\_\_\_\_\_

1. What do you feel should be VTA’s highest priority to improve accessibility for persons with disabilities? (i.e. – improvements to accessing public facilities, providing specific hearing and visual aids for events and public meetings, providing more accommodations for persons with disabilities, etc.) Please explain below.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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You can also send an email or call VTA’s ADA Coordinator with your comments and suggestions without completing a survey.

Jaye Bailey, ADA/504 Coordinator

Santa Clara Valley Transportation Authority

3331 North First Street, B2

San Jose, CA 95134

Phone: 408-321- 2300

TTY through California Relay at: 7-1-1  
Email : [customer.service@vta.org](mailto:customer.service@vta.org)

Please contact Jaye Bailey, ADA/504 Coordinator, if you have questions, comments or to request a survey in an alternate format.

Information regarding the Americans with Disabilities Act can be obtained from the ADA/504 Coordinator.

The Santa Clara Valley Transportation Authority complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

The Santa Clara Valley Transportation Authority will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.