

# Paratransit Eligibility Brochure Update

September 2015

## Reasonable Accommodations

VTA and OUTREACH will make reasonable modifications to operating policies, practices and procedures upon request in accordance with the United States Department of Transportation's Final Rule to 49 CFR Parts 27 and 37.

To request an accommodation to ride transit service, to complete the ADA paratransit eligibility process, or to obtain more information about reasonable accommodations, please contact either:

- VTA Customer Service for bus or light rail at (408) 321-2300; TTY (408) 321-2330; [www.vta.org/reasonablemod](http://www.vta.org/reasonablemod), or email [customer.service@vta.org](mailto:customer.service@vta.org); or,
- OUTREACH for ADA paratransit at (408) 436-2865, TTY (408) 436-0155, [www.outreach1.org](http://www.outreach1.org), or email [admin@outreach1.org](mailto:admin@outreach1.org).

**OUTREACH's New Mailing Address**  
PO Box 640910  
San Jose, CA 95164

## OUTREACH Eligibility Information

If your completed ADA paratransit eligibility application takes longer than 21 days to process, you shall be granted presumptive eligibility until you have been informed of your eligibility decision and may schedule and use the service on the 22nd day.



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