

## ADA Nondiscrimination Statement of Policy

In compliance with state and federal Civil Rights laws, the Santa Clara Valley Transportation Authority (VTA) ensures that no person shall, on the grounds of race, color, religion, national origin, ethnic group identification, religion, age, disability, sex, sexual orientation, or genetic information be excluded from participation in, denied the benefits or services of, or be otherwise subjected to discrimination in any programs, services or activities administered by VTA.

### Notice under the Americans with Disabilities Act

In accordance with the requirements of the Americans with Disabilities Act of 1990 (“ADA”), VTA does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

### Employment

VTA does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission.

### Effective Communication

Upon request, VTA will provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in VTA’s programs, services, and activities. These resources include qualified sign language interpreters, documents in Braille, and other methods of making information and communications accessible to people who have speech, hearing, or vision impairments.

### Modification of Policies and Procedures

VTA will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals who utilize service animals are welcomed in VTA vehicles, transit facilities, and administrative offices, while pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of VTA, should contact:

#### **ADA/504 Coordinator**

VTA Accessibility and Civil Rights  
Santa Clara Valley Transportation Authority  
3331 North First Street, B2  
San Jose, CA 95134  
(408) 321-2300



Please contact the ADA Coordinator as soon as possible but no later than 72 hours prior to the scheduled event.

The ADA does not require VTA to take any action that would fundamentally alter the nature of its programs or services, or which would impose an undue financial or administrative burden.

VTA will not place a surcharge on a particular individual nor any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Complaints that a program, service, or activity of VTA is not accessible to persons with disabilities should be directed to VTA's ADA Coordinator (contact information above).

A handwritten signature in blue ink that reads 'Carolyn M. Gonot'.

Carolyn M. Gonot  
General Manager/CEO

Date: June 10, 2025