

## FAQ MAP Program

### Who Qualifies for the Map Program?

VTA currently holds contracts with SVILC, (Silicon Valley Independent Living Center) Salvation Army, Catholic Charities, Breakout Prison Outreach, Saint John Vianney Parish and Vista Center for the Blind..

Only applicants who are participants of a CBO who contract with VTA are able to apply. (This program is not open to the general public)

### How do I apply?

There is a point person at each organization who is assigned to handle the application process, confirm completed paperwork and distributes benefits.

- Salvation Army (SA) Only for residential program participants.
- Silicon Valley Independent Living Center (SVILC)  
Address: 25 N 14th St #1000, San Jose, CA 95112  
Phone: 408-894-9041
- Catholic Charities (CC)  
Address: 2625 Zanker Rd #201, San Jose, CA 95134  
Phone: 408-468-0100
- Vista Center for the Blind and Visually Impaired (VBC)  
Address: 101 N. Bascom Ave, San Jose, CA 95128  
Phone: 408-295-4016
- St. John Vianney (SJV)  
Address: 4600 Hyland Ave, San Jose, CA 95127  
Phone: 408-258-7832
- Breakout Prison Outreach  
Address: P.O.Box 8671  
Fresno, CA 93747  
Phone: 408-979-3043

### Is there a website?

Currently on the VTA website some information regarding the MAP program is posted. <https://www.vta.org/programs/access/mobility-assistance-program>

RTS currently also has a website for CBO's to be able to upload documents and refer to for information. (Not for the general public)

### What benefits does the MAP program Offer to eligible participants?

\$75 Gas Card

\$80 Paratransit Fare Credit each month. This is issued on the first of the month and expires on the last day of the month and is issued every month.

VTA Monthly Adult Bus Pass for Fixed and Light rail services. RTS/VTA is exploring options for additional benefits to be able to distribute.

#### What is the MAP program goal ?

The Mobility Assistance Program (MAP) is designed to address transportation gaps and barriers for Santa Clara County's Equity Priority Communities, including older adults, individuals with disabilities, and low-income residences. The program aims to enhance access to employment, education, travel training, healthcare, and essential support services while encouraging public transit use and healthy living.

#### Do I have to reapply every month?

If you are a current active member of MAP you do not need to reapply every Month. There will be a fiscal year requalification process done every year at the end of June to be completed by July.

#### How do I reach out to VTA for information about a partnership with my organization?

E-mail [paratrasnit@vta.org](mailto:paratrasnit@vta.org) or call VTA's customer service and all inquiries will be forwarded.