Access-A-Ride Language Access Survey

New York Lawyers for the Public Interest (NYLPI) would like to ask you a few questions about your experiences with Access-A-Ride (AAR).

The purpose of this survey is to help NYLPI advocate for improved access to AAR services for individuals whose preferred language is other than English.

NYLPI intends to ANONYMOUSLY make public the results of the survey. Please note that the responses you provide will be kept CONFIDENTIAL. Whether or not you answer this survey will have no impact on your eligibility to receive services from NYLPI.

If you have any questions about the survey, you can contact us at (212) 244-4664 or send us an email at intake@nylpi.org.

1. Your borough (circle one):
   - Bronx
   - Brooklyn
   - Manhattan
   - Queens
   - Staten Island

2. Your Zip Code __________

3. What is your preferred language (circle one)?
   - Chinese-Cantonese
   - Chinese-Mandarin
   - English
   - Haitian-Creole
   - Korean
   - Russian
   - Spanish
   - Other: _______________________

4. Did you advise Access-A-Ride of your preferred language?
   - Yes
   - No
   - If no, please explain:

   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
5. Did Access-A-Ride provide you with documents in your preferred language?
   Yes
   No
   Please describe any problems you had:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

6. Did Access-A-Ride let you provide them with documents in your preferred language?
   Yes
   No
   Please describe any problems you had:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

7. Did Access-A-Ride provide you with an interpreter?
   Yes
   No
   N/A
   Please describe any problems you had:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

8. Have you had problems communicating with Access-A-Ride in your preferred language?
   Yes
   No
   If yes, please describe:
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
9. Were the problems resolved?
   Yes
   No
   N/A
   Please describe what happened:
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

10. Do you have any additional comments/concerns about AAR language access?
    ______________________________________________________
    ______________________________________________________
    ______________________________________________________

NYLPI, [www.nylpi.org](http://www.nylpi.org), is committed to advocating for improved AAR service for all. If you would like to discuss any concerns you have regarding AAR services, you can contact us at (212) 244-4664 or send us an email at intake@nylpi.org.

*Thank you for your input and time in completing this survey!*