

NYLPI

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, 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!