



# Reasonable Modification Policy

*In Compliance with the Americans with Disabilities Act (ADA)*

**REVISED MAY 2025**

Approved by:

**Board of Directors  
Arc Imperial Valley**



# Purpose

Arc Imperial Valley is dedicated to providing accessible and equitable transportation services to individuals with disabilities. In alignment with the ADA, we are committed to making reasonable modifications to our policies, practices, and procedures to ensure that our services are accessible to all qualified individuals.

## Requesting a Modification

### Advance Requests

To request a reasonable modification in advance, please contact the Arc Imperial Valley's Transportation Department at:



**Address:** Arc Imperial Valley (ARC-IV)  
298 E. Ross Ave.  
El Centro, CA 92243



**Phone:** 760-337-8002



**Email:** Ramon@arciv.org

Your request should include:

- Full name and contact information
- Arc Imperial Valley Transportation ID (if applicable)
- Detailed description of the requested modification
- Explanation of why the modification is necessary to access our services

We aim to respond to advance requests within 10 calendar days. Additional information may be required to process your request.

### On-the-Spot Requests

If making an advance request is impractical, you may request a modification directly from the driver or other operations personnel. They will assess the request based on available information and in consideration of the safety and well-being of all passengers.



## Grounds for Denial

A request for a reasonable modification may be denied if:

- It would fundamentally alter the nature of Arc Imperial Valley's services or programs
- It poses a direct threat to the health or safety of others
- The individual is able to fully use the service without the modification

If a request is denied, we will provide a written explanation, including:

- Specific reasons for the denial
- Any alternative accommodations available
- Information on how to file an appeal

## Public Notification

This policy is available on our website and can be provided in alternative formats upon request. We are committed to ensuring that all individuals, regardless of disability, have access to our services.