



# VCTC Reasonable Accommodation Process

In compliance with Department of Transportation (DOT) 49 (CFR) Parts 27 and 37, the Ventura County Transportation Commission (VCTC) is committed to ensuring equal access for all individuals to use its transportation services. VCTC will make reasonable accommodations/modifications to its policies, practices, and procedures when necessary for individuals with disabilities to receive access to these services.

## ***Making Requests for Reasonable Accommodations:***

Please complete the following form to request a reasonable modification of VCTC Intercity bus services.

Submit the completed VCTC Reasonable Accommodation Request Form to the Ventura County Transportation Commission, Director of Transit via email at [ridercorments@goventura.org](mailto:ridercorments@goventura.org); via fax at (805) 642-4860; or via mail to 950 County Square Drive, Suite 207. Ventura, CA 93003. Comments or questions regarding a reasonable modification request can be sent to [ridercorments@goventura.org](mailto:ridercorments@goventura.org), or you may call 1-800-438-1112.

When submitting a request, please describe as specifically as possible what you need in order to use the service, and make your request in advance whenever feasible. In instances where it is not feasible to make a request in advance, our operating personnel shall make a determination of whether the modification should be provided at the time of the request.

## ***Denials of Requests for Reasonable Accommodations:***

Requests for accommodation and modification of the VCTC Intercity Transit system policies and practices may be denied only on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of the VCTC transportation services, programs or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. The request is not necessary in order for the individual to fully access the transportation services, programs or activities.

In any instance in which a request is denied, the VCTC will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives full access to transportation services.



## VCTC REASONABLE ACCOMMODATION REQUEST FORM

Please complete this form to request a reasonable modification of VCTC Intercity Transit bus services. Submit the completed form to the Ventura County Transportation Commission, Director of Transit via email at [ridercomments@goventura.org](mailto:ridercomments@goventura.org); via fax at 805-642-4860; or via mail at 950 County Square Drive, Suite 207, Ventura, CA 93003.

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Description of Request: \_\_\_\_\_

---

---

---

Location & Routes Used: \_\_\_\_\_

---

---

---

Are you able to ride without this modification? \_\_\_\_\_

---

*Comments or questions regarding a reasonable modification request can be sent to [ridercomments@goventura.org](mailto:ridercomments@goventura.org) or you may call 1 (800) 438-1112.*