## Pacific Transit System Reasonable Modification of Public Transportation Services Policy Effective July 13, 2015

Pacific Transit System operates both a fixed route system and a complementary paratransit service called Dial-A-Ride (DAR). Both systems serve the elderly, people with disabilities and ambulatory customers. Many customers, because of their disability, are unable to navigate an accessible fixed route bus and are eligible to use the DAR service. Customers can apply for an ADA Certification for either the fixed route or the DAR service.

Effective July 13, 2015 Pacific Transit will consider a reasonable modification to policies, practices and procedures to ensure public transportation is operated in an accessible manner for ADA Certification customers. Requests for a modification to Pacific Transit's policies and practices may be denied if the requested modification is unreasonable, if it:

- Would fundamentally alter the nature of the Pacific Transits services, programs or activities,
- Granting the request would create a direct threat to the health or safety of others,
- Without the requested modification, the individual with a disability is able to fully use Pacific Transits services, programs or activities for their intended purpose,
- The request would cause an undue financial and administrative burden.

## To Request a Reasonable Modification

A reasonable modification can be requested:

- (1) When applying for an ADA Certification;
- (2) Calling Pacific Transit's Office at 875-9418 or 642-9418 when making a DAR reservation.
- (3) On-the-Spot Request: If not feasible to make the request in advance you may ask the driver. The driver has the right to determine the on-the-spot request if it will be a service alteration or a direct threat to the safety of his/her passengers. If found to be a service alteration or a safety threat, the request will be denied. The driver will call dispatch to be recorded.

All requests should state the modification requested and why it is needed to allow the customer to use the fixed or DAR services.

Pacific Transit will do its best to accommodate the modification but will consider the safety of its passengers first. Pacific Transit will deny a reasonable modification request if it will result in a service alteration, direct threat to safety, or is an undue financial and administrative burden.

To Submit an ADA Certification Form; mail to:

Pacific Transit System 216 N. 2<sup>nd</sup> Street Raymond, WA 98577

## Complaint Process

Pacific Transit has an ADA Complaint Process in effect. A Complaint Form can be requested by:

- (1) Submit your request or complaint in person at Pacific Transit's Office at 216 N. 2<sup>nd</sup> Street, Raymond;
- (2) Call Customer Service at 360-875-9418; 642-9418; or 484-7418 for a form to be mailed to you.
- (3) Email a request for an ADA Complaint Form to pactran@willapabay.org

## **Appeals Process**

Pacific Transit has an ADA Appeals Process in effect. An Appeals Form can be requested by:

- (1) Submit your request or ADA Appeals in person at Pacific Transit's Office at 216 N. 2<sup>nd</sup> Street, Raymond;
- (2) Call Customer Service at 360-875-9418; 642-9418; or 484-7418 for form to be mailed to you.
- (3) Email a request for an ADA Appeals Form to pactran@willapabay.org

The appeal must be received by the Director within ten (10) business days.

Within fourteen (14) business days upon the stamped receipt of the Appeal the customer will be notified by mail if the appeal has been granted or the date and time of an appeals hearing. All appeals will be heard by the Director.