



## **PACIFIC TRANSIT SYSTEM**

### **ADA POLICY**

Revised 5-1-24

#### **ADA POLICY**

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is a civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of Pacific Transit System that, when viewed in their entirety, services, programs, facilities, and communications provided by Pacific Transit System, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. (49 CFR 37.105)

#### **ADA FARES**

Fares for an ADA passenger are as follows: Certified ADA fares are \$1.00 or \$1.50 daily cash fare or Reduced Monthly Pass is \$18.00. The monthly passes are good for the calendar month only and can be used anywhere Pacific Transit System travels. The fares of \$1.00 and \$1.50 Electronic Punch Passes via Token Transit do not expire until all punches have been used.

If a passenger cannot physically pay the fare by established means, Pacific Transit System staff will grant the passenger's request to handle the fare while assisting with payment. Pacific Transit System staff are not required to reach into customers' pockets, backpacks, or other personal belongings to extract the fare.

#### **HOLIDAY CLOSURES**

Pacific Transit System will be closed, and all subscriptions will be automatically cancelled on the following seven (7) nationally recognized holidays:

\*New Year's Day    \*Labor Day    \*Memorial Day    \*Thanksgiving Day  
\*July 4<sup>th</sup>-Independence Day    \*Juneteenth    \*Christmas Day

Pacific Transit System will operate its regular schedules all other days, Monday through Sunday, unless otherwise announced.

#### **APPROVED EQUIPMENT**

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements (i.e., The combined weight of the wheelchair/occupant exceeds that of the lift specifications). Pacific Transit System can accommodate mobility devices that meet the following minimum standards:

- *Wheelchair* means a mobility aid belonging to any class of three or more wheels devices, usable indoors, designated or modified for and use by individuals with mobility impairments, whether operated manually powered.
- Walkers must be collapsible and able to be stored between seats. Walkers cannot block aisles.

An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. Operators will not allow mobility devices to be used in ways that depart from or exceed their intended uses. Example, riders who use walkers with built-in seats to individuals to transfer to a vehicle seat.

### **MOBILITY DEVICE BRAKES AND POWER SWITCH**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices. Equipment without brakes will not be refused services. With electric wheelchairs, power chairs, scooters, or other motorized equipment it is recommended that the power switch be turned to the “off” position. Equipment will not be refused if not turned off, but it is highly recommended for safety reasons.

### **PORTABLE OXYGEN USE**

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators. Portable oxygen concentrates are not required to be secured in a particular space on the vehicle. Oxygen supplies must not obstruct the aisle. Compressed oxygen cylinders must be secured against shifting.

### **MOBILITY SECUREMENT POLICY**

Transit Operators will use front and rear tie-downs to secure mobility devices. Transit Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front-facing unless requested by the passenger. Transit Operators will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operations of their equipment. Pacific Transit System cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided the mobility device fits within definition described in Section 3.

### **PERSONAL CARE ATTENDANT**

A Personal Care Attendant (PCA) may accompany a passenger to aid the individual when needed. The PCA rides free and must board and de-board at the exact location as the passenger. The passenger is only allowed one PCA.

Inform the office if a PCA will travel with you when making a reservation.

### **GUESTS AND COMPANIONS**

Companions are allowed to accompany the passenger on a space available basis. Companions pay the same fare as the passenger and must board and de-board at the exact location as the passenger. A PCA is not considered a companion. The passenger can have a companion along with a PCA.

Please inform the office when making a reservation if a companion will be traveling with you.

More than one companion can ride with the passenger if space is available.

## **SERVICE ANIMALS**

A service animal is any guide dog, or signal dog, or any other animal individually trained to work or perform tasks for an individual with a disability. To ride Pacific Transit System vehicles with a service animal:

- The service animal must be on a leash, tether, or harness, unless use of such a device would interfere with the task the service animal performs, or the person's disability prevents use of such devices.
- The service animal must remain under the control of the owner and always behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier.
  - The animal must be kept at your feet or lap if it is small. It may not sit on a vehicle's seat.
- The animal must not be aggressive toward people or other animals. Service animals that are deemed to pose a threat to the health or safety of Transit Operator or other passenger, create a disruptive atmosphere, or are otherwise not under the passengers' control may be prohibited from riding on Pacific Transit System's buses.
- Caring for a service animal is the responsibility of the passenger or PCA.
- Service animals are not limited to one service animal per passenger. Different animals may provide various takes to the passenger.
- Other passengers or Pacific Transit System's personnel's allergies to dogs or other animals are not grounds to deny service to a person accompanied by a service animal.

## **BOARDING ASSISTANCE**

Transit Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone, by minimizing the slope of the ramp, using the kneeling option as needed. Transit Operators will respect the passenger's preference to board facing forward or facing backwards into the vehicle, unless it's the only way of successfully maneuvering the device onto a vehicle or into its securement area, or an overriding safety concern. Transit Operators shall assist passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

## **MAINTENANCE OF LIFTS OR RAMPS**

Transit Operators must test the lift or ramp during the pre-trip inspection. Breakdown of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available.

## **PRIORITY SEATING FOR PASSENGERS**

Upon request, Transit Operators shall ask, but not require, non-disabled and non-senior passenger to vacate priority seating they are occupying at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

## **RESERVED SEATING FOR MOBILITY DEVICES**

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the

number of passengers on the bus. Transit Operators are required to ask passengers sitting in the securement areas to move other available seats or to stand.

### **SUSPENSION OF SERVICE**

A rider's privileges may be suspended for any of the following infractions on any Pacific Transit System's property, including vehicles, bus stops, or shelter station: (This is not a complete list)

- Smoking or carrying a lit pipe, cigar, cigarette, or e-cigarettes, unless in a designated smoking area.
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Possessing an un-issued transfer.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

### **NOTIFICATION OF POLICY**

Pacific Transit System will notify the public of the ADA Policy on the website in English and in Spanish on the website and is available on all vehicles and in the Raymond Office.

### **DIAL-A-RIDE SERVICE**

#### **A. Eligibility Requirements:**

- (1) A person may access Pacific Transit System's Dial-A-Ride Service if you have a disability or disabling health condition that prevents you from independently using our fixed route buses.

The presence of a disability or a disabling health condition by itself does not automatically make a person eligible for Dial-A-Ride service. The ability to ride our buses is the basis for eligibility. You **MUST** fill out an ADA Certification Application Form to qualify. All applications will be reviewed by Pacific Transit System based on the following eligibility qualifications. Pacific Transit System will respond to applicants in writing within 21 days of receiving the application. Once the application is received in Pacific Transit System's Raymond office, the applicant is eligible to ride the Dial-A-Ride until the ADA process is finished and an answer is given. A letter will be sent to the applicant with either a certified ADA card or a denial.

You are eligible for Dial-A-Ride if you:

Are unable to board, ride, **or** exit a lift-equipped bus without assistance, **or** need to use a lift but it cannot be deployed safely at your bus stop or have a disability that prevents travel to and from your bus stop under certain conditions **and** are certified to use Pacific Transit System's Dial-A-Ride.

- (1) A person must be 65 years of age or older.

Seniors 65 years and older can ride the Dial-A-Ride on an "as available" basis after an ADA certified or a disabled person. Seniors do not have to be ADA certified.

- (2) A person non-disabled and non-senior residing at least ¼ of a mile off the fixed bus route. These passengers **WILL** be dropped off at the nearest fixed route bus stop. Once you are dropped off on the main route, Dial-A-Ride is not available.

Regular persons who live more than a ¼ mile off the main bus route can request the Dial-A-Ride but only if space is "available" after ADA and senior citizen reservations have been made.

- a. **Service Area:** Pacific Transit System's Dial-A-Ride Service is provided throughout most of the county, except on commuter routes #50 South Bend to Ilwaco, #24 to Astoria, and #14 to Aberdeen.
- b. **Origin to Destination Service:** Pacific Transit System Dial-A-Ride is a curb-to-curb Trip Type. We try to get as close to the door and/or ramp as the bus allows. Individual case by case enhanced service will be provided to disabled/ADA and senior passengers when requested.
- c. **Trip Scheduling:** Dial-A-Ride bus reservations can be scheduled six (6) days a week, Monday through Saturday during regular office hours. Voicemail is available during off hours, Sundays, and holidays. Reservations are recommended as soon as you know you will be traveling. We require reservations be made the day before you plan to travel. **We do not schedule same-day rides. If you have an emergency, call 911.**
- d. **Call-Back Trip Scheduling:** Call-backs are calls made for returns when a reserved trip has already been made and because of the trip you do not know when you will be done to schedule the return trip. Example: doctor or hospital appointment. Callback trips will be scheduled as soon as possible when called in, but it can have a waiting period of up to one hour. Keep this in mind if you need to be home at a certain time or for medical purposes.
- e. **Trip Cancellation:** Dial-A-Ride reservations can be cancelled up to one hour before the scheduled pick-up and not be counted as a no-show.
- f. **Dial-A-Ride Hours:** The Dial-A-Ride Service operates the same hours as the Pacific Transit System's fixed route system.

<u>Service Area Hours</u>	<u>Monday-Friday</u>	<u>Saturday and Sunday</u>
Peninsula Area (South County)	6:00am-7:30pm	9:00am-5:00pm
Raymond-South Bend (North County)	6:00am-7:30pm	9:00am-5:00pm

### **REASONABLE MODIFICATION**

A reasonable modification is changing the fixed route and Dial-A-Ride transportation service to improve access to public transportation for individuals with disabilities and the elderly. This can be helping to and from the bus to a facility or a small snack for diabetes. The Transit Operator will not go inside a customer's house or in a facility. They will only go as far as the door.

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

A reasonable modification can be requested:

- (1) When applying for an AD Certification.
- (2) When calling Pacific Transit System's office at (360) 875-9418 or (360) 642-9418 and making a DAR reservation.
- (3) On-the-Spot Request: The request will be denied if found to be a service alteration or a safety threat. The Transit Operator will contact Dispatch as they have the right to determine whether the on-the-spot request is a direct threat to the safety of the passengers. If so, the Transit Operator will call Dispatch to record the denial.

All requests should state the modification requested, and why it is needed to allow the passenger use of the fixed or DAR service.

If you are denied a reasonable modification, you can appeal. Appeals must be received by the Operations Manager within ten (10) business days of the denial. Call Dispatch at (360) 875-9418 or (360) 642-9418 for an Appeals Form to be sent to you or visit our Raymond Office in person at 216 2<sup>nd</sup> Street to pick up an Appeals Form. Forms should be mailed to: Pacific Transit System Appeals P.O. Box 489 Raymond, WA 98577.

### **TRIP DENIALS**

Pacific Transit System will try to meet all requests for ADA complementary paratransit service. If Pacific Transit System cannot schedule or negotiate a requested trip within one hour of the requested trip, this constitutes a trip denial, even if the rider accepts a trip that is beyond the negotiated window. Pacific Transit System will monitor trip denial and missed trips to ensure ADA complementary paratransit service capacity is adequate.

### **ADA VISITOR CERTIFICATION**

Visitors are eligible to request Dial-A-Ride service for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. Visitor documentation for verification:

- (1) A visitor who has been certified ADA Paratransit from another transit provider will be considered eligible by Pacific Transit System upon the other transit providers ID card or other documentation.
- (2) If the individual has no such documentation, Pacific County Transit will require provision of proof of visitor status i.e., proof of residence somewhere else) and, if the individual's disability if the individual's disability is not apparent, proof of disability (i.e., a letter from a doctor re rehabilitation professional). Once this documentation is presented and is satisfactory, Pacific Transit System will make service available based on the individual's statement that they are unable to use the fixed route transit system.

For more than 21 days of visitation, the individual is expected to register under Pacific Transit System's ADA eligibility procedures. A visitor who expects to be around longer than 21 days should apply for regular eligibility as soon as they arrive.

### **DIRECT THREAT**

If a person is violent, seriously disruptive, or engaging in illegal conduct, Pacific Transit System may refuse to carry a passenger, consistent with established procedures for all riders. A person who poses a significant risk to others may be excluded from service if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (and 28 CFR 36.208) Changed CFR per instructions.

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and or its furnishings).
- Doing violence to oneself or others.
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others.
- Behavior that interferes with the safe operation of the vehicle.
- Violations of service animal policy by failing to control one's service animal.
- Violations of operating rules governing the provision of transportation system wide.
- Engaging in illegal conduct.

- Other conduct judged by Pacific Transit System to represent an actual or potential threat to the health, safety, welfare or wellbeing of oneself, the Transit Operator, or other passengers, and or transit personnel.

Passengers excluded from the system due to a direct threat can request an administrative appeal by contacting Pacific Transit System at (360) 875-9418 or (360) 642-9418.

### **COMPLAINT PROCESS §49 CFR 37.17**

Pacific Transit System is committed to providing safe, reliable, and accessible transportation options for the community. Pacific Transit System has established a Customer Complaint Policy and individuals wishing to file a complaint and or obtain a copy of the Customer Complaint Policy may contact Pacific Transit System at (360) 875-9418 or (360) 642-9418 or in person at our Raymond Office located at 216 2<sup>nd</sup> Street Raymond, WA 98577 or on our website at [www.pacificttransit.org](http://www.pacificttransit.org). Pacific Transit System will promptly communicate its response to the complainant's allegations within 14 days. The response will include its reasons for the response to the complaint and must ensure that it has documented its response.

### **CONTACT INFORMATION FOR FILING A COMPLAINT**

Main Office-Raymond                      Teresa Ganzel                      (360) 875-9418

On the Peninsula-Seaview                      James Tamcke                      (360) 642-9418

- Visit our website at [pacificttransit.org](http://pacificttransit.org)
- Pacific Transit System Office 216 2<sup>nd</sup> Street Raymond, WA 98577

### **OFFICE HOURS**

Raymond Facility Monday through Friday 8:00am to 5:00pm.

Our maintenance facility in Seaview, Washington, is not available to the public.

### **COMPLAINT PROCESS AND TRACKING**

All complaints must be signed and written. The complaint should include the following information: The complainant's name, mailing address, and telephone number(s).

Complaints or concerns shall be assigned to the ADA Coordinator for investigation and follow-up. Investigation and follow-up may include staff responsible for service development or other appropriate departments, depending on the nature of the complaint. Both the complaint and the investigation process will be handled in a confidential manner.

A written response containing the investigations findings and/or corrections will be drafted within (30) days of the complaint's origination. This response may be subject to review by the Pacific Transit System's attorney. If appropriate, Pacific Transit System's attorney may administratively close the complaint. In this case, Pacific Transit System will notify the complainant of the action as soon as possible.

Pacific Transit System will send the final written response to the complainant and advise the complainant of his or her right to appeal within seven (7) calendar days of receipt of the final written decision from Pacific Transit System.

All communications between Pacific Transit System and the complainant or vice versa, will be documented and retained for a period of 6 years.

All ADA complaints received and investigated will be duly reported by Pacific Transit System to WSDOT.

***Mission Statement:***

***To provide safe, convenient, affordable, and cost efficient transportation for our customers.***

***Pacific Transit System is a public transportation agency***

Revised 01-30-25  
Revised 05-01-24  
Revised 03-21-24  
Revised 02-23-24