



Pacific Transit System

Reasonable Modification of Public Transportation Services Policy

Revised January 30, 2025

Pacific Transit System operates both a fixed route system and a complementary 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 August 22nd, 2022, Pacific Transit System 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 Transit System's 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; or
- 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) Call Pacific Transit System's Office at 875-9418 or 642-9418 when making a DAR reservation.
- (3) On-the-Spot Request: If it is not feasible to make the request in advance you may ask the driver. The driver has the right to determine on-the-spot request if it will be a service alteration or a direct threat to the safety of the 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 System will do its best to accommodate the modification but will consider the 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.

To submit an ADA Certification Form, mail to:

Pacific Transit System
Attn: Dial-a-Ride Supervisor
P.O. Box 489
Raymond, WA 98577
Fax: (360) 942-3193

Appeals Process

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

- (1) Submitting your request or ADA Appeals in person at Pacific Transit System's Office at 216 N. 2nd Street, Raymond, WA 98577.
- (2) Call Dispatch at (360) 875-9418; or (360) 642-9418; or (360) 484-7418 for a form to be mailed to you.
- (3) Email a request for an ADA Appeals Form to Info@pacifictransit.org

The appeal must be received by the Dial-A-Ride Supervisor within (10) business days. Within fourteen (14) business days upon the stamped receipt of the Appeal; the applicant 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 Supervisor.

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