



Dear Applicant:

The Americans with Disabilities Act (ADA) of 1990 is federal legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA is to ensure that all people have access to public transportation. As required by the ADA, all Pacific Transit System vehicles are fully accessible and usable by persons with disabilities.

ADA Paratransit service is not appropriate for everyone. Fixed-route bus service is intended to be all passengers' first choice for public transportation. Routed buses have low entry steps and are equipped with ramps or lifts for wheelchair access and for those who cannot step up or down. Other accommodations, such as wheelchair securement areas, bus stop announcements, and free training to learn how to use the bus, make using Pacific Transit System's fixed-route bus service the first choice for many people with disabilities.

Having a disability does not automatically qualify you for Paratransit eligibility. Additionally, eligibility is not a medical decision or a service that your medical professional can prescribe for you. Age, new to the area, lack of experience riding the fixed-route bus, lack of bus service near you, inability to carry groceries or packages, and/or inability to drive are not disabilities. Situations like these will not be used to determine your eligibility for Paratransit.

Paratransit eligibility is based on your functional ability to use Pacific Transit System's fixed-route bus service. If the effects of your disability prevent you from traveling to a bus stop, riding a ramp-equipped bus, and/or getting off the bus and to your destination, you may be eligible for ADA Paratransit service. Eligibility determinations are made based upon the bus-riding limitations caused by your disability(ies) and are tailored to your individual abilities. Paratransit provides three different levels of service:

1. Temporary service is for people who have a temporary need for the service due to a catastrophic event such as a stroke, hip replacement, broken leg, etc.
2. Conditional service is for customers who can use the fixed route service some of the time and require ADA service at other times.
3. Unconditional (Full) service allows eligible customers to use ADA Paratransit service for all their trips during our service hours and within our service area.

In order to make a determination about eligibility, Pacific Transit System will need specific information about the effects of your disability. After you submit your application, you may be asked to provide additional information and/or asked to come to Pacific Transit System for an in-person interview. There is no cost to participate in the interview, and if needed, transportation will be provided.

Your application will not be considered complete until you have provided all requested information to Pacific Transit System. If you disagree with your eligibility determination, you may appeal within 60 calendar days of the date on your eligibility determination letter. A form to request your appeal is included with your eligibility determination letter.

Sincerely,

Teresa Ganzel
ADA Coordinator
Pacific Transit System

Office
Use
Only

Reviewer Name _____ Exp. Date _____

Do not write above this line — Office Use Only



REQUEST FOR CERTIFICATION FOR ADA PARATRANSIT ELIGIBILITY

Thank you for inquiring about eligibility for ADA Paratransit Service. Enclosed is a copy of an ADA Paratransit Application form. Also enclosed is a letter that explains what ADA Paratransit is and who is eligible for these services. Please read these instructions and the enclosed information carefully before completing the application form.

HOW TO APPLY FOR ADA PARATRANSIT ELIGIBILITY CERTIFICATION

1. Applicant (or representative) completes PART A, pages 5-12. Ensure the applicant or, if applicable, Legal Guardian or Power of Attorney (POA) signs the application form on page 12. Applications cannot be processed without a signature and date.
 - The parent or legal guardian of a minor must sign the application.
 - The Legal Guardian must provide copies of current Letters of Guardianship and the Order Appointing Guardian document from the court.
 - Power of Attorney paperwork must include current documentation that grants the POA the right to sign a medical release form on behalf of the applicant. Pacific Transit may require written documentation verifying the POA is in effect.

2. Health Care Professional completes PART B, pages 13-16, guided by the criteria explained herein. On page 14, near the top, fill in applicant's name. Health Care Professional's signature and date are required on page 15. Applications cannot be processed without a signature and date. Pacific Transit may contact the certifying Health Care Professional to verify the accuracy of the information.

3. Fill out all pages of the completed application and return to:

Pacific Transit System
Attn: ADA Coordinator
216 2nd Street
PO Box 489
Raymond, WA 98577
Fax: (360) 942-3193
Email: ada@pacificttransit.org

4. Pacific Transit System will notify you of your eligibility status by letter. This decision will be made within 21 calendar days of receipt of your completed application. A completed application may include an in-person interview if required. If a decision is not made within 21 days, we will provide you with ADA Paratransit Service until a final decision is made.

5. If you have any questions or need assistance in completing this application, please call (360) 875-9418 or (360) 642-9418.

6. If you are denied eligibility, you will have a right to appeal the eligibility decision. Please contact Pacific Transit System (360) 875-9418 or (360) 642-9418 for the appeals process policy. The applicant must file an appeal within sixty (60) calendar days from the date of the notification of the denial.

NOTE: The ADA Paratransit Certification is for a three-year period unless your Health Care Professional provides a temporary eligibility. Another application must be filled out to continue ADA Paratransit eligibility upon expiration of the Certification.



ADA PARATRANSIT SERVICE APPLICATION

Revised 03/2026

☐	New
☐	Recertification

PLEASE PRINT CLEARLY

First Name _____ M.I. _____ Last Name _____

Date of Birth (month/day/year) ____/____/____

Physical Address

(This is the address we will use to pick you up)

Address _____ Apt./Sp. # _____

City _____ State _____ Zip _____

Mailing Address

(Complete only if you have a Mailing address that is different from Physical address)

Address _____ Apt./Sp. # _____

City _____ State _____ Zip _____

Home Phone _____ Ext _____ Cell Phone _____

Email address _____

Language Ability: Do you speak and understand English?

☐ Yes ☐ No (specify spoken language) _____

Emergency Contact _____ Telephone _____

Relationship _____

It is important that all parts of this application are completed. An incomplete application will be returned to you.

PART A: APPLICANT INFORMATION

1. Can you ride the fixed-route bus without someone's help?

☐ Yes

☐ No

☐ Sometimes

2. What is your physical, cognitive (thinking, reasoning, memory), mental health disability, or other limiting condition(s) that would prevent you from riding the fixed-route bus?

3. Explain how your disability prevents you from:

- a. Getting on or off a ramp-equipped fixed-route bus; and/or
- b. Getting to or from a bus stop; and/or
- c. Successfully completing a bus trip.

Explain as completely as possible. Use an extra page if needed.

4. Is your need for ADA Paratransit service long term or temporary?

☐

Long term

☐

Temporary - How long?

5. Do your limitations change from time to time because of medical treatments, medications, or for other reasons?

☐

No

☐

Yes - How?

6. Because of your disability, do weather conditions (such as heat, cold, rain, snow, or ice) prevent you from using a fixed-route bus without someone's help?

☐

No

☐

Yes - Which ones?

How?

7. Because of your disability, do terrain conditions (such as hills, uneven surfaces, or curbs) prevent you from using the fixed-route bus without someone's help?

☐ No ☐ Yes - Which ones? _____

How? _____

8. When you walk outside your home, how far can you walk on your own or with the use of a mobility aid such as a cane or walker? If you use a scooter or wheelchair skip this question.

Number of blocks _____ ☐ Less than a block ☐ Not able to walk any distance

9. Does your walking distance change because of health conditions? If so, how?

10. How far is your residence from the nearest bus stop? (For bus stop information, call (360) 875-9418)

Number of blocks _____ ☐ Less than a block

How many steps can you go up or down without someone's help?

☐ none ☐ 1 step ☐ 2 or more steps

11. Please answer the following questions:

Yes No Sometimes

☐ ☐ ☐ Can you stand for 10 minutes while you wait for your ride?

☐ ☐ ☐ Can you sit for 10 minutes while you wait for your ride?

☐ ☐ ☐ Can you ask for, understand, and follow directions?

☐ ☐ ☐ Can you cope with unexpected problems or changes in your routine?

☐ ☐ ☐ Can you recognize landmarks (i.e. bank, grocery store)?

☐ ☐ ☐ Can you tell time?

☐ ☐ ☐ Can you cross a busy street at a crosswalk?

☐ ☐ ☐ Can you use a telephone to make and receive calls?

☐ ☐ ☐ Can you see well enough to walk or travel to a bus stop?

☐ Always ☐ Daylight only - Please explain:

☐ ☐ ☐ Do you use a service animal to assist you? If yes, what type of animal? _____

☐ ☐ ☐ Do you travel with portable oxygen?

☐ ☐ ☐ If you are eligible for Paratransit, will you need to bring a helper (Personal Care Attendant - PCA) with you? *

☐ ☐ ☐ If you are eligible for Paratransit, will you need to use the lift to board the bus?

If you checked "sometimes" on any item, please explain (use an extra page if needed.)

* Pacific Transit System does not provide Personal Care Attendants.

PCA must be available to accompany applicant with or without mobility device when the applicant cannot travel by themselves or need help without their device into or from a facility.

12. Which of the following mobility aids or equipment do you use when you travel outside your home? Check all that apply and indicate the percentage of time you use the aid (example: support cane, 90%, no aids, 10%).

☐ No aids	_____ %		
☐ White cane	_____ %	Motorized wheelchair	_____ %
☐ Support cane	_____ %	Motorized scooter	_____ %
☐ Crutches	_____ %	Manual wheelchair	_____ %
☐ Walker	_____ %	Other (please specify)	_____ %

If you checked more than one box, explain when/how you use the aids:

*Please note that your trip original and destination must be accessible by ramp or lift. IF NOT ACCESSIBLE, please have someone available to assist you up and down steps. Drivers are not permitted to assist applicant up or down any steps or manage a power scooter.

13. If you use a wheelchair or scooter, is it more than 30 inches wide, 48 inches long? Yes

☐ Yes ☐ No Specify dimensions _____

14. Is the combined weight of you and the wheelchair or scooter over 600pounds?

☐ Yes ☐ No Specify combined weight: _____

15. If you use a manual wheelchair, are you able to self-propel?

☐ Yes How far _____ Comments _____

☐ No Please explain _____

16. Does the distance you can travel in a manual wheelchair change because of health conditions?

☐ Yes ☐ No If yes, please explain _____

17. If you use a wheelchair or scooter how far are you able to travel outside without someone's assistance?

_____ # blocks _____ Less than 1 block _____ Not able to travel any distance

18. Is there any additional information regarding your condition or travel restrictions that has not been addressed? _____

19. Have you ever ridden the fixed-route bus without someone's assistance?

☐ Yes (If yes, how long ago did you ride _____) ☐ No

20. Do you currently ride the fixed-route bus?

☐ Yes ☐ No (If no, check all that apply)

☐ I have difficulty getting on or off the bus

☐ I have difficulty riding specific bus routes

☐ I have difficulty traveling to and from the bus stops

☐ I have difficulty recognizing bus stops

21. Could you ride the fixed-route bus if there was a bus stop near your home?

☐ Yes, always ☐ Yes, sometimes ☐ No, explain _____

22. Can you find your way to and from the fixed-route bus stop without someone's help?

☐ Yes ☐ No (If no, check all that apply)

☐ I get confused or I can't remember where I'm going

☐ I need someone with me to make sure I get to the stop

☐ I need someone to help me transfer to another bus

☐ Other _____

23. Which training would help you learn to ride the fixed-route bus? Check all that apply.

- ☐ Getting on or off the bus
- ☐ Riding specific bus routes
- ☐ Traveling to and from the bus stops
- ☐ Using wheelchair ramps and other accessibility features
- ☐ Recognizing bus stops
- ☐ Other _____

24. Are you interested in having someone contact you about Pacific Transit System's free training to learn how to ride the regular fixed-route bus? Participation in training will not be a basis to limit or deny your Paratransit eligibility.

- ☐ Yes ☐ No (If no, please explain) _____

Note: If you indicated yes, a Pacific Transit System employee will contact you soon.

REASONABLE MODIFICATION

Pacific Transit System is a curb-to-curb service. Occasionally due to the disability, a door-to-door service will be needed, or other accommodations are needed to ride the bus or van. This is known as a reasonable modification. Pacific Transit System will do its best to accommodate reasonable modifications for the applicant but will consider the safety of its passengers first. Pacific Transit System 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. Keep in mind that the driver will not go inside an applicant's house or inside a facility.

If you need a reasonable modification, state below the modification needed and why it is needed to allow the applicant use of the bus or van.

Applicant's Name _____

APPLICANT'S SIGNATURE AND AUTHORIZATION TO RELEASE INFORMATION

By signing this application, you authorize the release of verification information and any other information to Pacific Transit System or its representatives needed to evaluate your eligibility to receive Paratransit service. Please be advised that Pacific Transit System will use your statements to determine your eligibility for Paratransit service as provided by law. The statements contained herein are material to Pacific Transit System's determination and Pacific Transit System may act in reliance thereon. Pacific Transit System may share your eligibility determination with other transportation providers, on request, to facilitate travel in Pacific County and other transit districts. Documents used by Pacific Transit System regarding your Paratransit eligibility, with the exception of information provided by your medical provider, may be subject to public disclosure in response to a public records request under Chapter 42.56 RCW. Pacific Transit System will attempt to notify you should there be a public records request for your eligibility documents.

This form must be signed by the applicant or, if applicable, by the applicant's legal guardian or Power of Attorney (POA). If the applicant is under 18 years of age, a parent or legal guardian must sign this form. If the application is signed by a legal guardian or POA, attach current documentation supporting the right to sign.

I hereby certify under the penalty of perjury under the laws of the State of Washington that the information provided on this application is true and correct.

Signature (required)

Date

☐ Applicant

☐ Legal Guardian

☐ Power of Attorney

Printed Name

Contact Number

If a person other than the applicant filled out this application, please complete the following (please print).

Name _____ Daytime Phone # _____

Relationship to Applicant _____ Agency _____

A licensed medical or mental health professional who is familiar with you and your disability must complete the remaining questions on pages 14 and 15 of this application. If you have been told there is a charge for obtaining medical or mental health verification, call (360) 875-9418. Pacific Transit System may be able to identify an alternative service that does not charge for the required verification. See the top of the next page for a list of approved professionals.

APPLICANT, PLEASE STOP HERE



PART B: LICENSED PROVIDER VERIFICATION

Applicant's Name _____

For the purpose of this application, licensed medical or mental health professionals are limited to
(Please check one)

- | | |
|--|--|
| ☐ Medical Doctor (MD or DO)
☐ Psychologist (Ph.D.)
☐ Licensed Mental Health Professional
☐ MDS Nurse (From Skilled Nursing Facilities Only) | ☐ Optometrist or Ophthalmologist
☐ Physician Assistant or ARNP
☐ Physical or Occupational Therapist
☐ Certified Orientation & Mobility Specialist |
|--|--|

IMPORTANT INSTRUCTIONS TO MEDICAL PROVIDERS (PLEASE READ):

Your patient is applying for Paratransit bus service; a costly, tax-supported service that is mandated by the Americans with Disabilities Act of 1990 (ADA). We need your assistance to assure that eligibility is granted to people who, because of the effects of their disabilities, are not able to ride the substantially less expensive fixed-route bus. It is important to know that age, convenience of the service, fear of falling, inability to drive, and inability to carry packages are not qualifying factors for Paratransit service.

Paratransit is NOT Medical Transportation

If your patient cannot tolerate a ride time that is more than 30 minutes, or must have their medical condition monitored during the course of the ride; or your patient cannot control his/her aggressive behaviors they are not considered eligible for Paratransit bus service. We appreciate your professional assistance and please call (360) 875-9418 if you have any questions or would like additional information about ADA Paratransit eligibility standards.

In completing the required information, please list only the disability diagnoses that would prevent the Applicant from independently getting to or from or successfully riding a regular, ramp-equipped FIXED-ROUTE bus. Please define the degree of impairment and include measure(s) of visual or hearing acuity, GAF or IQ scores, if applicable.

DIAGNOSIS/DISABILITY (not symptoms)	DEGREE OF IMPAIRMENT (circle one)	DATE OF ONSET (if known)
_____	mild moderate severe	_____
_____	mild moderate severe	_____
_____	mild moderate severe	_____
_____	mild moderate severe	_____
_____	mild moderate severe	_____
_____	mild moderate severe	_____

Is the Applicant's need for Paratransit service temporary? No Yes - Until _____

Are any of these conditions episodic or variable in their severity? No Yes - Provide details below

Please provide any additional information that you deem relevant as to why this Applicant cannot use the fixed-route bus service _____

Please review the information contained in Part 1, as provided by the Applicant or Applicant's Representative. Based on your knowledge of the Applicant's condition, is the information provided accurate?

☐ Yes ☐ No ☐ Somewhat

If you checked No or Somewhat, please explain _____

I HEREBY CERTIFY under penalty of perjury under the laws of the State of Washington that the information provided on the Professional Verification portion of this application is true and correct.

Licensed Professional's Signature

Specialty

Date

Printed Name _____

Organization _____

Address _____

City/ST/Zip _____

Phone _____ Fax _____

Thank you for your assistance in completing this form. Pacific Transit System, in accordance with the Americans with Disabilities Act of 1990, will use the information provided to determine the applicant's eligibility for Paratransit Services.

APPLICANT

Thank you for providing the information Pacific Transit System needs to determine your eligibility for Paratransit. After Pacific Transit System reviews your completed application form, you will be notified if additional information is required. Pacific Transit System will make the eligibility determination within 21 calendar days of receiving all the required information, and written notice will be sent to you. If it takes longer than 21 days to finalize your eligibility, we will notify you that you qualify for temporary Paratransit service until the eligibility determination is made. Please keep all pages of this application together and return at the same time.

Please return applications to:

Pacific Transit System
Attn: ADA Coordinator
216 2nd Street
PO Box 489
Raymond, WA 98577
Fax: (360) 942-3193
Email: ada@pacifictransit.org



Pacific Transit System assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, visit www.pacifictransit.org. All phone numbers are accessible for people who are deaf or hard of hearing through Telecomm. Relay Service 1-800-833-6384. Upon request, alternative formats of this document will be produced for people who are disabled. Call (360) 875-9418 or email ada@pacifictransit.org