



Pacific County Public Transportation Benefit Area

**POLICY 114: AMERICANS WITH DISABILITIES ACT (ADA) POLICY**

Effective Date: May 21, 2026

Cancels: ADA Policy (Rev. 05/01/2024); Reasonable Modification of Public Transportation Services Policy (01/30/2025); Appeal Process (Rev. 01/30/2025)

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## **PURPOSE**

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

## **POLICY**

It is the policy of Pacific County Public Transportation Benefit Area to comply with all federal and state laws ensuring readily accessible and usable service to individuals with disabilities to the maximum extent possible. Furthermore, it is the company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

### **1. General Provisions**

- a. Pacific County Public Transportation Benefit Area will notify the public of the ADA policy.**
  - i. Notification to the public will be placed in English and in Spanish on its website [www.pacifictransit.org](http://www.pacifictransit.org) and in the printed rider guide.
  - ii. Customers wishing to obtain a copy of the ADA Policy may contact the ADA Coordinator at 360-875-9418, or [ada@pacifictransit.org](mailto:ada@pacifictransit.org), or in person at Pacific County Public Transportation Benefit Area's administration office located at 216 2nd Street, Raymond, WA 98577.
- b. Pacific County Public Transportation Benefit Area does not charge a fare for its fixed route, commuter route, or ADA paratransit transportation services.**
- c. Pacific County Public Transportation Benefit Area May Establish Priority Seating**
  - i. Upon request, vehicle operators shall ask – but not require – ambulatory passengers to relinquish priority seating at the front of the vehicle to seniors and persons with disabilities.
  - ii. Operators are not required to enforce the priority seating designation beyond making such a request.
- d. Requests for modifications of Pacific County Public Transportation Benefit Area policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service.**
  - i. Pacific County Public Transportation Benefit Area is best able to address and accommodate customers, when they make their requests directly to Pacific County Public Transportation Benefit Area prior to their trip.

- ii. Requests for a modification to Pacific County Public Transportation Benefit Area's policies and practices may be denied if the requested modification is unreasonable, if it:
  - 1. Would fundamentally alter the nature of the Pacific County Public Transportation Benefit Area's services, programs or activities;
  - 2. Granting the request would create a direct threat to the health or safety of others;
  - 3. Without the requested modification, the individual with a disability is able to fully use Pacific County Public Transportation Benefit Area services; or
  - 4. The request would cause an undue financial and administrative burden.
- iii. A reasonable modification can be requested:
  - 1. When applying for an ADA Paratransit Eligibility Certification.
  - 2. During a call to Pacific County Public Transportation Benefit Area's Office at 360-875-9418 or 360-642-9418 when making an ADA Paratransit reservation.
  - 3. In advance of all transportation services provided by Pacific County Public Transportation Benefit Area via Pacific County Public Transportation Benefit Area's customer service or through Pacific County Public Transportation Benefit Area's complaint process.
  - 4. With an 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.
- iv. All requests should state the modification requested and why it is needed to allow the customer to use fixed route or ADA Paratransit services.

**e. Use of Portable Oxygen**

- i. Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies (49 CFR 37.167(h)). Oxygen supplies must not obstruct the aisle.

**f. Pacific County Public Transportation Benefit Area vehicles can accommodate passengers or their mobility devices that meet the following minimum standards:**

- i. A wheelchair belonging to any class of three or more wheels, usable indoors, designed or modified for and used by individuals with mobility impairments, whether manually operated or powered.

- ii. Walkers must be collapsible and stored between seats or in the vehicle's trunk.
- iii. Wheelchair lifts are to be used only for passengers riding in wheelchairs or for standees who cannot navigate the steps of the vehicle.
- iv. When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position, but it is not mandatory.

**g. Pacific County Public Transportation Benefit Area secures wheelchairs**

- i. Vehicle Operators are expected to use front and rear securement straps (tie-downs) to secure mobility devices using a four-point securement method according to PRO-306A: Securing a Mobility Device.
- ii. Operators will secure mobility devices at the designated securement points or strongest parts of the device.
- iii. Operators should refrain from assisting passengers using power chairs or scooters with the operation of their equipment.
- iv. Pacific County Public Transportation Benefit Area will not refuse to transport someone whose mobility device cannot be satisfactorily secured provided that mobility device fits within the definition described in Section 1(e). (49 CFR 37.165)

**h. Traveling with a Personal Care Attendant (PCA) or Companion**

- i. A Personal Care Attendant (PCA) may ride with an ADA Paratransit eligible passenger at no charge.
  - 1. A PCA is someone who travels with, and helps, a rider who is not able to travel or perform other tasks alone.
  - 2. A PCA is not expected to assist with the transportation or securement process unless transportation is one of the reasons the PCA is accompanying the passenger.
  - 3. Passengers requiring the assistance of a PCA must provide their own if one is needed.
  - 4. The PCA must board and de-board at the exact location as the passenger.
  - 5. The passenger is only allowed one PCA.
- ii. Guests and 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.
  - 1. A PCA is not considered a companion. The passenger can have a companion along with a PCA.
  - 2. The passenger is asked to contact the office when making a reservation if a companion will be traveling with them.
  - 3. More than one companion can ride with the passenger if space is available.

**i. Operator Assistance during Boarding's and Alighting's**

- i. Operators shall position the vehicle to make boarding and alighting as easy as possible for all passengers, minimize the slope of the ramp, and use the kneeling option as needed. Operators are expected to provide reasonable assistance to passengers as necessary or upon request.

**j. Maintenance of Vehicle Ramps or Lifts**

- i. Operators, as part of the pre-trip inspection process, will test the lift or ramp on their assigned vehicle before each day of service.
- ii. The breakdown or malfunction of accessibility equipment will be reported immediately to dispatch.
- iii. 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.  
(49.CFR 37.163)
  - 1. Demand response service vehicles with an inoperable lift/ramp may remain in service for the remainder of the day if Pacific County Public Transportation Benefit Area can assign riders requiring accessibility equipment to another vehicle.

**k. Traveling with a Service Animal and/or Service Animal Trainee**

- i. 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. In these cases, the handler must use voice, signal, or other effective means to maintain control of the service animal or service animal trainee.
- ii. The service animal must remain under the control of the owner and always behave appropriately
- iii. A service animal trainer may be required to remove a service animal trainee if the animal is not trained to urinate and defecate outside of the facility or only in an appropriate place, or the animal is out of control and effective action is not taken to control the animal.
- iv. Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier.
- v. The animal must be kept at your feet or lap if it is small. It may not sit on a vehicle's seat.
- vi. 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 County Public Transportation Benefit Area's vehicles.
- vii. Caring for a service animal is the responsibility of the passenger or PCA.
- viii. Service animals are not limited to one service animal per passenger.
- ix. Other passengers or Pacific County Public Transportation Benefit Area's personnel's allergies to dogs or other animals are not grounds to deny service to a person accompanied by a service animal.

**I. Pacific County Public Transportation Benefit Area may deny service based on Direct Threat**

- i. Pacific County Public Transportation Benefit Area follows RCW 9.91.025, Unlawful Transit Conduct, when evaluating denial of service.
- ii. If a person is violent, seriously disruptive, or engaging in illegal conduct Pacific County Public Transportation Benefit Area may, consistent with established procedures for all riders, refuse to carry the passenger.
- iii. 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. (49CFR 37.5 App. D/ 29 CFR 36.208)
- iv. Behaviors that may cause immediate exclusion from the system include:
  1. Destruction of public property (the vehicle, and/or its furnishings)
  2. Doing violence to others or to oneself
  3. Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
  4. Behavior that interferes with the safe operation of the vehicle
  5. Violations of service animal policy by failing to control one's service animal
  6. Violations of operating rules governing the provision of transportation system-wide
  7. Engaging in illegal conduct.
  8. Other conduct judged by Pacific County Public Transportation Benefit Area to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.
- v. Periods of Exclusion
  1. Day Suspension: Day Suspensions are used in the event inappropriate or unacceptable behavior is demonstrated.
    - Operators have the discretion to administer a day suspension
    - Day Suspensions have potential to move to a temporary suspension or criminal trespass after management review.
  2. Criminal Trespass: Criminal trespass occurs with severe behavior and events.
    - Criminal trespasses are considered indefinite and permanent.
    - Criminal trespass is a last resort and will be implemented when all other suspensions options have failed, unless the specific situation warrants it.
    - Criminal trespasses are subject to Pacific County Public Transportation Benefit Area management discretion.
  3. Temporary Suspension: Temporary suspensions are administered as an alternative to criminal trespass and are based on severity.

- Suspensions are subject to Pacific County Public Transportation Benefit Area management discretion.
  - Pacific County Public Transportation Benefit Area management has the authority to select a period of up to 30 days, depending on the severity of the issue.
  - Suspension end dates are established on the last day of the month. For example, if suspended on Nov 5<sup>th</sup> for 30 days, a passenger could utilize service again on December 1<sup>st</sup>.
- vi. Passengers who are excluded from the system due to a direct threat have - the ability to request an administrative appeal by contacting Pacific County Public Transportation Benefit Area at 360-875-9418.

## 2. Fixed Route Specific

- a. Bus Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Operators will announce other stops upon request. (49 CFR 37.167 (a-c))**
- b. Reserved Areas for Wheelchair Securement**
- i. Mobility device securement areas on fixed route buses are reserved. All fixed route vehicles contain signage designating priority/reserved seating at the front of the vehicle for older adults and people with disabilities and at all wheelchair securement locations. The signage instructs riders to comply with the bus operator's request to make these seats available to older adults and people with disabilities who prefer to use them.
  - ii. Passengers using 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 vehicle.
  - iii. Operators are required to ask non-mobility device passengers sitting in the securement areas to move to other available seats or to stand if needed for the securement of a mobility device.

## 3. ADA Paratransit Specific

- a. Pacific County Public Transportation Benefit Area will make available ADA Paratransit service to passengers unable to use the fixed route due to a mobility limitation.**
- i. Pacific County Public Transportation Benefit Area ADA Paratransit service operates the same hours and days as Pacific County Public Transportation Benefit Area's fixed route service.

*Note: Pacific County Public Transportation Benefit Area uses a combination of ADA Paratransit reservations and fixed-route deviations to meet demand for eligible trips.*

- b. **Eligibility:** Pacific County Public Transportation Benefit Area will strictly observe the standards contained in 49 CFR 37.123(e) in determining eligibility for complementary ADA Paratransit service.
- i. Passengers meeting one or more of the following criteria are considered eligible for ADA Paratransit service:
- c. **Application:** Eligible passengers seeking ADA Paratransit service must apply to Pacific County Public Transportation Benefit Area for approval (FOR-306A).
- i. Pacific County Public Transportation Benefit Area will render a decision to the applicant within 21 days of receiving the completed application.
  - ii. Applications are considered complete when:
    - The applicant questionnaire and informed consent are complete and signed
    - The professional verification portion of the application is completed and signed
    - The in-person interview is concluded (if necessary)
  - iii. *In-Person Interview:* All applicants may be interviewed by Pacific County Public Transportation Benefit Area staff as part of the application process.
    - Pacific County Public Transportation Benefit Area will schedule a no-charge visit to the Pacific County Public Transportation Benefit Area office to conduct the Interview.
- d. **Determination**
- i. Applicants for ADA Paratransit service must demonstrate their inability to utilize the fixed route system prior to being granted approval.
  - ii. Prior to approval, prospective ADA Paratransit passengers will be required to obtain verification from a licensed medical service provider to validate the mobility related claims.
  - iii. Pacific County Public Transportation Benefit Area may seek supplemental information from an applicant's healthcare provider to determine appropriate eligibility.
  - iv. Temporary approval to use ADA Paratransit service will be granted to applicants that have not received a determination of eligibility within 21 days after completing the application process.
- e. **Denial and Appeal:**
- i. Applicants considered ineligible for ADA Paratransit service will be notified in writing. Denial letters must cite the specific reason for denial

(49 CFR 37.125(d)) and will be sent to applicants within 21 days of receiving the completed application.

- ii. Applicants who are denied eligibility to ADA Paratransit may appeal the decision within 60 days of receiving notice of their denial. Pacific County Public Transportation Benefit Area will comply with 49 CFR 37.125(g) when administering appeals of denied ADA Paratransit eligibility.
  1. *Full-functional Assessment*: Denied passengers who are appealing Pacific County Public Transportation Benefit Area's decision may be required to submit to a full-functional assessment as part of the appeals process.
  2. *Appeals Hearing*: Once the intent to appeal is received, Pacific County Public Transportation Benefit Area will schedule an Appeals Hearing within 30 days. Appeals will be heard by a panel, to include the Pacific County Public Transportation Benefit Area Executive Director and not less than two other panelists who did not participate in the denial decision. Pacific County Public Transportation Benefit Area staff who determined the original denial may attend and participate in the appeal hearing but will not be eligible to sit as a panelist or vote on the appeal. Decisions made by the Panel are considered final and are not subject to further appeal.
  3. *Applicant Participation*: Denied applicants are encouraged to attend the appeals hearing and may invite observers or advocates to the hearing to provide relevant testimony regarding the applicant's mobility or cognitive abilities. The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.
  4. *Temporary Eligibility*: Applicants who are not considered eligible will not be allowed use of ADA Paratransit during the appeals process, however, previously approved passengers who are appealing a change in eligibility category will be allowed to remain in their existing eligibility category until the appeals process is complete.
  5. *Panel Decision*: The panel considering the appeal will render a decision within 30 days of the Appeals Hearing and will provide the decision and reasons for the decision to the appellant in writing. Passengers will be considered temporarily eligible for ADA Paratransit service if a decision has not been made within the 30-day period.

**f. Approval of ADA Paratransit service will be granted for three (3) years.**

i. Eligibility Categories: Applicants approved for ADA Paratransit service will be notified in writing. Approved passengers will receive a letter that declares the passenger's eligibility category and offers instructions on how to use the ADA Paratransit system. Eligibility categories are as follows:

1. Unconditional Eligibility: Passengers granted unconditional eligibility will be permitted to use ADA Paratransit service for any trip located within the ADA service area (see POL-108 Service Development).
2. Conditional Eligibility: Passengers granted conditional eligibility will be permitted to use ADA Paratransit service only for those trips that cannot be made using Pacific County Public Transportation Benefit Area fixed route bus service.
3. Temporary Eligibility: Passengers granted temporary eligibility will be permitted temporary use of ADA Paratransit service according to the recommendations of their medical care provider(s). Temporary eligibility will not exceed two (2) years in duration. Passengers with temporary eligibility will receive 45 days' notice of the expiration of their eligibility.
4. Visitor Eligibility: Visitor eligibility is granted to passengers who are visiting from another community who have been deemed eligible in their home system. Visitor eligibility must not exceed 21 days in a calendar year. Passengers whose visit exceeds 21 days will be required to apply to Pacific County Public Transportation Benefit Area for ADA Paratransit approval.
  - A visitor who has been certified ADA Paratransit from another transit provider will be considered eligible by Pacific County Public Transportation Benefit Area upon receipt of the other transit providers ID card or other documentation.
  - 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 is not apparent, proof of disability (i.e., a letter from a doctor, rehabilitation professional). Once this documentation is presented and is satisfactory, Pacific County Public Transportation Benefit Area will make service available based on the

individual's statement that they are unable to use the fixed route transit system.

- ii. **Level of Service Designation:** All approved passengers will be given a Level of Service designation which identifies the basis for Operator assistance. Unless otherwise declared, all passengers will be assumed *curb-to-curb*. The three Levels of Service categories are as follows:
  - 1. *Curb-to-Curb:* Passengers who are capable and expected to meet the ADA Paratransit vehicle at the curb near the main entrance of the scheduled location.
  - 2. *Door-to-Door:* Passengers who require Operator assistance traveling between the main entrance and the Pacific County Public Transportation Benefit Area vehicle.
  - 3. *Hand-to-Hand:* Passengers who require Operator assistance traveling between the main entrance and the Pacific County Public Transportation Benefit Area vehicle; passengers designated hand-to-hand must not be left alone or dropped off at a location that does not have a receiving caregiver.
- iii. Pacific County Public Transportation Benefit Area provides curb-to-curb service. If a rider requires door-to-door service, the rider must request this service at the time of reservation. Pacific County Public Transportation Benefit Area will review requests on a case-by-case basis. If a rider makes a curb-to-curb reservation, but at the time of service an otherwise unknown barrier is discovered and the rider requires additional assistance, the rider may request door-to-door assistance from the driver. Pacific County Public Transportation Benefit Area cannot take actions that would fundamentally alter the nature of its service or create undue burdens.

**g. Recertification: All passengers must participate in a re-certification process every 36 months to remain eligible for ADA Paratransit service.**

- i. Passengers who fail to recertify will forfeit eligibility and must re-apply with Pacific County Public Transportation Benefit Area to regain access to ADA Paratransit.
- ii. Pacific County Public Transportation Benefit Area will notify existing passengers, in writing, of the need to recertify for ADA Paratransit service; notices will be mailed to passengers not less than 60 days prior to the expiration of their existing eligibility.

## **h. Scheduling an ADA Paratransit Trip**

### **i. Service Area**

1. Pacific County Public Transportation Benefit Area's ADA Paratransit Service is provided to locations within 3/4 of a mile on either side of local fixed-route bus routes.

### **ii. Origin to Destination Service**

1. Both the start and end point of an ADA Paratransit trip must be within the 3/4 of a mile designated corridor.

### **iii. ADA Paratransit Hours**

1. ADA Paratransit Service operates the same hours as the Pacific County Public Transportation Benefit Area's fixed route system.

### **iv. Holidays**

1. ADA Paratransit Service operates the same hours and days as the Pacific County Public Transportation Benefit Area's fixed route system for reduced holiday services. The list of all holiday closures and reduced service hours may be found on Pacific County Public Transportation Benefit Area's website on the Route Schedule page and in the print and digital copies of the rider guide.

### **v. Trip Scheduling**

1. ADA Paratransit reservations can be scheduled seven (7) days a week, Monday through Sunday during regular office hours. Voicemail is available during off hours and holidays. Reservations are required to be made at least one day before the passenger plans to travel. Pacific County Public Transportation Benefit Area does not schedule same-day rides.
2. Pacific County Public Transportation Benefit Area will accept ADA Paratransit trip reservations up to 14 days in advance.

### **vi. Trip Purpose**

1. Pacific County Public Transportation Benefit Area provides paratransit service for trips of any purpose and does not prioritize or deny specific types of trips.

### **vii. Companions and Personal Care Attendants**

1. Guests and 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.
2. A Personal Care Attendant (PCA) may ride with an ADA Paratransit eligible passenger at no charge.
  - A PCA is someone who travels with, and helps, a rider who is not able to travel or perform other tasks alone.

- A PCA is not expected to assist with the transportation or securement process unless transportation is one of the reasons the PCA is accompanying the passenger.
  - Passengers requiring the assistance of a PCA must provide their own if one is needed.
  - The PCA must board and de-board at the exact location as the passenger.
  - The passenger is only allowed one PCA.
3. Guests and 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.
  4. A PCA is not considered a companion. The passenger can have a companion along with a PCA.
  5. The passenger is asked to contact the office when making a reservation if a companion will be traveling with them.
  6. More than one companion can ride with the passenger if space is available.

**viii. Call-Back Trip Scheduling**

1. Call-backs are calls made for returns when a reserved trip has already been made and because of the trip the passenger does not know when they 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.

**ix. Pick-Up Window**

1. Pacific County Public Transportation Benefit Area recognizes a 30-minute pick-up window. Passengers may be picked up 15 minutes before or after their scheduled pick-up time.
2. Passengers must be ready to board the vehicle within 5 minutes of the beginning of the scheduled pick-up window.

**x. Trip Cancellations**

1. ADA Paratransit reservations can be cancelled up to one hour before the scheduled pick-up and not be counted as a no-show.

**xi. No-Show Policy**

1. A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip or incurs a late cancellation.
2. Pacific County Public Transportation Benefit Area does not count as no-shows any missed trips due to Pacific County Public Transportation Benefit Area's own error such as:

- Trips placed on the schedule in error
  - Pick-ups scheduled at the wrong pickup location
  - Drivers arriving and departing before the pickup window begins
  - Drivers arriving late (after the end of the pick-up window)
  - Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes
3. Pacific County Public Transportation Benefit Area does not count as no-shows situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:
    - Medical emergency
    - Family emergency
    - Appointment that runs unexpectedly late without sufficient notice.
  4. Riders should contact the Pacific County Public Transportation Benefit Area office when experiencing no-shows or late cancellations due to circumstances beyond their control.
  5. When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.
  6. A pattern or practice of No-Shows is automatically established when a customer fails to cancel three (3) or more trips during a monthly period and has been charged a No-Show for 10% or more of his/her trips for the month.
    - Penalties are progressive, which means the severity of the penalty increases if the pattern and practice of No-Shows continues. Each penalty will be calculated based upon the customer's No-Show history over the previous 12-month period.
    - Warnings and suspensions shall be imposed as follows:
      - 1st penalty – Warning Letter
      - 2nd penalty – Seven (7) day suspension from Paratransit service
      - 3rd penalty – Fourteen (14) day suspension from Paratransit service
      - 4th penalty – Twenty-one (21) day suspension from Paratransit service

- 5th penalty – Twenty-eight (28) day suspension from Paratransit service
  - At no time will the suspension period exceed 28 days, and customers will receive no less than a 15-day notice of a suspension before it starts.
- 7. Riders wishing to dispute specific no-shows [or late cancellations] must do so within 15 calendar days of receiving suspension letters. Riders should contact the Pacific County Public Transportation Benefit Area office at 360-875-9418 during normal business hours to explain the circumstance and request the removal of the no-show or late cancellation.
- 8. Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 15 calendar days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Pacific County Public Transportation Benefit Area on the date listed on the suspension notice. All suspension appeals follow Pacific County Public Transportation Benefit Area’s appeal policy as described in Section 4(f).
- i. Operator Assistance during Boarding and Alighting**
  - i. ADA Paratransit Operators are expected to accompany passengers to/from the threshold of the door as necessary. Operators are not permitted to enter a home or facility to assist a passenger. Passengers with disabilities will be allowed adequate time to board and alight the vehicle.
- j. Pacific County Public Transportation Benefit Area counts all denials and missed trips to ensure ADA complementary paratransit service capacity is adequate.**
  - i. If Pacific County Public Transportation Benefit Area 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.
  - ii. One denial of a multi-legged trip will count as a denial for each leg of the trip.

#### **4. Complaint Procedure**

- a. Pacific County Public Transportation Benefit Area is committed to compliance with Section 504 of the Rehabilitation Act of 1973, as amended; Americans with Disabilities Act (ADA), signed into law on July 26, 1990; and RCW 49.60, Washington’s Law Against Discrimination (WLAD). All**

**grievances concerning discrimination in the provision or accessibility of Pacific County Public Transportation Benefit Area programs, benefits or activities or about a response to a request for accommodation or modification of programs, services, benefits, or activities should be submitted to Pacific County Public Transportation Benefit Area.**

- b. To share information about its ADA complaint process, Pacific County Public Transportation Benefit Area will use the same means it uses to inform the general public about its policies and procedures.**
  - i. Notification to the public will be placed in English and in Spanish on its website [www.pacifictransit.org](http://www.pacifictransit.org) and in the printed rider guide.
- c. An ADA grievance must be submitted within 60 days following the action(s) upon which it is based.**
  - i. Customers wishing to file a complaint and/or obtain a copy of the ADA Complaint Process Policy may contact the ADA Coordinator at 360-875-9418, or [ada@pacifictransit.org](mailto:ada@pacifictransit.org), or in person at Pacific County Public Transportation Benefit Area's administration office located at 216 2nd Street, Raymond, WA 98577.
  - ii. Any of the following methods can submit a formal ADA grievance: mail, email, or phone. An explanation and reason for the grievance must be included.

**Mail:**

ADA Coordinator Teresa Ganzel  
PO Box 489  
Raymond, WA 98577

**Physical Address:**

ADA Coordinator Teresa Ganzel  
216 2<sup>nd</sup> Street  
Raymond, WA 98577

**Email:**

[ada@pacifictransit.org](mailto:ada@pacifictransit.org)

**Phone:**

360-875-9418. Persons who are deaf or hard-of-hearing may make a request by calling Washington State Relay at 711 or 1-800-833-6384.

- iii. The preferred way for Pacific County Public Transportation Benefit Area to receive a complaint is in writing using the provided form (FOR-114A: ADA Complaint Form) on its website (or in an alternative accessible format) or by email to the ADA Coordinator. FOR-114A: ADA

Complaint Form is located on the bottom bar of all Pacific County Public Transportation Benefit Area webpages under the “ADA Document Downloads” heading.

- iv. Customers can also submit a complaint by using the comment form at <https://pacifictransit.org/contact/>. Customers should state clearly that they are submitting an ADA complaint, so that the complaint will be forwarded immediately to the ADA Coordinator.
- v. It is recommended that customers file a complaint as soon as possible after the alleged incident. Pacific County Public Transportation Benefit Area vehicles and facilities have multiple cameras that are recording to video. Video is a primary source of evidence when investigating a claim of discrimination. However, the video is on a loop and eventually will be recorded over.

**d. Once Pacific County Public Transportation Benefit Area receives the complaint, the ADA Coordinator or their designee will contact the complainant within 15 calendar days to discuss it, gather additional information, and identify possible resolutions.**

**e. After the initial contact, the ADA Coordinator or designee shall respond within 21 calendar days in writing or other accessible formats.**

- i. The response shall explain Pacific County Public Transportation Benefit Area’s conclusions regarding the grievance and, if appropriate, suggest options for resolving the grievance.

**f. An ADA complainant has the right to request an appeal within 15 calendar days from the date of the ADA Coordinator's response.**

- i. The request for appeal may be submitted by mail, email, or phone to:

**Mail:**

HR Director  
PO Box 489  
Raymond, WA 98577

**Physical Address:**

HR Director  
326 Commercial Street  
Raymond, WA 98577

**Email:**

[hr@pacifictransit.org](mailto:hr@pacifictransit.org)

**Phone:**

360-875-9418. Persons who are deaf or hard-of-hearing may make a

request by calling Washington State Relay at 711 or 1-800-833-6384.

- ii. Within 21 calendar days after receiving the appeal request, the HR Director or their designee shall either respond to the grievance in written or other accessible format or contact the person making the grievance to obtain any necessary information.
- iii. If additional information is requested from the person submitting the complaint, the HR Director or their designee shall respond to the grievance within seven days of receiving the additional information.

**g. Pacific County Public Transportation Benefit Area will retain copies of complaints, investigation and resolution documentation, and Pacific County Public Transportation Benefit Area's response to the complaint in accordance with the complaint record retention requirements of the ADA, Washington State Archives Office, and Washington State Department of Transportation Consolidated Grant Program.**