



# Paratransit User Handbook



Welcome to Pacific Transit System, your public transportation provider in Pacific County. Whether you use our regular bus service, Pacific Paratransit vehicles, or both, we're here to serve you. Our main goal is to give you high-quality, safe, and friendly service.

Pacific Paratransit is different from regular bus service. It offers curb-to-curb, shared rides for people with disabilities who can't always use the bus.

This booklet is your guide to using Pacific Paratransit services. It has all the information you need to know and helps you understand your responsibilities as a Pacific Paratransit customer.

We hope you find everything you need in this booklet, but if you have any questions, please call or email us. Our contact information is included in this book.

Your safety and satisfaction are very important to us.

**Enjoy the ride!**

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# Vision Statement

Pacific Transit System envisions a safe, connected, and sustainable transportation network that enhances quality of life and supports the economic and social vitality of Pacific County and the surrounding region.

## Our Commitment

Pacific Transit System proudly serves the communities of Pacific County with a strong commitment to accessibility, equity, and community mobility. Our ADA Paratransit service ensures that individuals with disabilities have access to essential transportation.

The Pacific County Transportation Benefit Area was established by local voters in 1979. Doing business as Pacific Transit System, the benefit area was established to provide public transit services in and around the communities of Raymond, South Bend, and the Long Beach Peninsula.

- We are dedicated to:
- Providing safe and courteous transportation
- Ensuring equal access to public transit services
- Supporting rider independence and mobility
- Delivering reliable and efficient service.
- Treating every passenger with dignity and respect

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## Title VI

Pacific Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, visit: <https://pacifictransit.org/policies/>

All phone numbers are accessible for people who are deaf or hard of hearing through Relay 711 or 800-833-6384.

Upon request, alternative formats of this document will be produced for people who are disabled.

Call 360-875-9418 or email the Pacific Transit ADA Coordinator Teresa Ganzel at [ada@pacifictransit.org](mailto:ada@pacifictransit.org).

## Comments About Paratransit

Your comments, suggestions, complaints, compliments, and concerns are important. Please let us know what's on your mind. We will try our best to get back to you within 72 hours. The following options are available for you to provide comments about our service:

1. Call Dispatch at: 360-875-9418, Option 1
2. Reach out to us on our website at <https://pacifictransit.org/contact/> or
3. Mail: PO Box 489, Raymond WA 98577

You may remain anonymous if you wish.

## Helpful Addresses & Phone Numbers

**Pacific Transit  
Paratransit Services  
PO Box 489 / 216 2<sup>nd</sup> St.  
Raymond WA 98577**

To schedule, cancel, or check on a ride, please call the Dispatch office at **360-875-9418/360-642-9418, Option 1** between the hours of 8:00 a.m. and 5:00 p.m., seven (7) days a week.

If you do not have a push-button phone, please stay on the line for the next available Dispatcher to take your call.

## Special Notes for Using This Book

For your convenience and at the request of our customers, this document is printed in a larger type.

### To Caregivers and Social Service Agencies

This handbook is phrased as if the Pacific Paratransit customer is reading it. We know that many caregivers and others will assume the responsibility for reading and understanding this information, as well as making reservations and other arrangements for the customer.

Please keep in mind that all customers must be able to abide by Pacific Transit System's Rules of Conduct. For the full Rules of Conduct please visit <https://pacifict transit.org/policies/> or you may request to have a copy sent to you by calling the Dispatch at 360-875-9418, Option 1.

# Welcome To Pacific Paratransit Service

This handbook provides you with step-by-step instructions on how to use Pacific Paratransit service, along with policies, procedures, helpful contact information, and tips for our customers.

## What Is Paratransit?

Paratransit is a public, wheelchair-accessible shared-ride transportation service for individuals when the effects of their disability prevent them from using the regular fixed route buses all or some of the time. This means that a person must be unable, because of the effects of their disability, to get to or from the bus stop, get on or off a ramp-equipped bus, or successfully navigate or travel by bus to or from their destination. All Pacific Paratransit customers must apply and be found eligible to ride Pacific Paratransit.

Pacific Paratransit service is comparable to fixed route bus service as it operates in the same service area and during the same service hours as the regular bus.

We take pride in offering the best possible transportation to customers who are eligible for Paratransit service under the Americans with Disabilities Act (ADA) guidelines.

## Eligibility

Pacific Transit fixed route buses are considered the primary mode of public transportation for everyone in our service area. Therefore, riders who require Paratransit service because they are unable to use the regular bus, must apply for eligibility.

There are three types of eligibility, which are based on the applicant's specific disability: temporary, conditional, and unconditional (full) service.

Because the effects of a disability can change over time, certification for Paratransit eligibility is not permanent. Most eligibility is granted for a period of three years. A notification letter and re-certification form are sent at least 60 days before eligibility is due to expire.

### **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

take the bus some of the time and require ADA service at other times. Please see the section on Conditional Eligibility for more information.

**3. Unconditional (Full) service** allows eligible customers to use ADA Paratransit service for all their trips during Pacific Transit's service hours and within the defined Paratransit service area.

### **Determining Eligibility**

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.

After reviewing your application, our ADA Coordinator will determine if you are eligible for Pacific Paratransit services. If we determine that you are eligible for Paratransit services, you will receive a letter notifying you of the decision. If you are not satisfied with the decision, you may appeal within 60 days of the date of the letter. See Eligibility Appeal Process.

## **Conditional Eligibility**

This level of service is for people who can take the bus some of the time and require the Paratransit at other times. The conditions you can use Paratransit service are customized to each individual's abilities based upon the information provided in the application. Your eligibility letter will explain the conditions under which you can use the service. Abilities change over time, and you can reapply to adjust the level of service at any time.

## **Eligibility Appeal Process**

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.

An appeal of your eligibility determination gives you the opportunity to present information and arguments of why you believe the determination is not correct. You will want to provide information that demonstrates how the effects of your disability prevent you from independently:

- getting to the nearest bus stop;
- boarding and riding the regular, fixed route bus; and/or

- getting off the bus and successfully navigating to your destination.

Applicants who appeal Pacific Transit’s decision may be required to submit to a full-functional assessment as part of the appeals process. Appeals will be heard by the Executive Director and, at the Executive Director’s discretion, another staff member who did not participate in the eligibility decision. 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. Attending in person is not required. Pacific Transit will provide Paratransit transportation to and from the hearing.

Within 30 days of the Appeals Hearing, you will receive a written, final decision regarding your Paratransit eligibility.

Submit your notice of appeal and additional information to:

**Appeals, Paratransit Services**

**Pacific Transit**

**PO Box 489**

**Raymond WA 98577**

**or**

**[hr@pacifict transit.org](mailto:hr@pacifict transit.org)**

## How Can I Get an Application?

Contact Pacific Transit at 360-875-9418, Option 1, to request a Pacific Paratransit application or apply online or download an application from: <https://my.sparelabs.com/pts/forms/eligibilityApplicationPacificTransit/AdaApplication2026/start>

Fill out the application with complete answers to each question and mail it to Pacific Transit. Be sure to sign the application and have the medical portion completed before you send it in. Pacific Transit will not process incomplete applications.

# Paratransit Service

## Service Hours/Holidays

Paratransit hours of service are comparable to the hours of service on the regular bus, as required by the Americans with Disabilities Act. Paratransit service is currently available seven days a week including holidays.

If your trip begins early in the morning or ends later in the evening, the Paratransit Dispatcher will identify the pick-up/drop-off times that will most closely meet your travel needs. Please note that your reservation times will also depend on the length of your trip. The hours of operation for the regular bus can change throughout the year.

There is no service on these holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## **Reduced Schedule**

Pacific Transit operates on a shortened schedule on these holidays:

- Presidents Day
- Columbus Day
- Veterans Day
- Native American Heritage Day
- Christmas Eve

## Service Area

All your Paratransit trips must begin and end within the Paratransit service area. Pacific Paratransit services operate within designated service areas associated with local Pacific Transit fixed routes throughout Pacific County, up to  $\frac{3}{4}$  of a mile from:

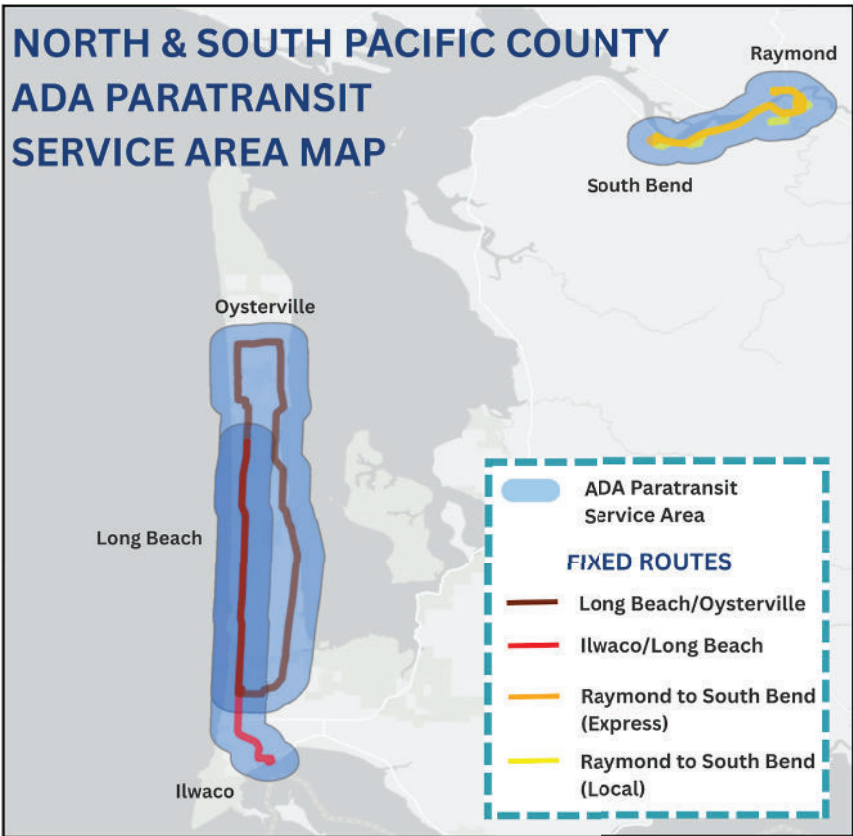
- Yellow and Orange routes in Raymond and South Bend
- Brown, Red, and Tan Line on the peninsula

Pacific Transit provides paratransit service for trips of any purpose and does not prioritize or deny specific types of trips.

The Paratransit service area is comparable to the area served by the regular, local fixed route bus system and conforms to the Americans with Disabilities Act. A fixed route operates on a pre-defined path covering an entire local service area, follows a set schedule, and has designated stops. The Paratransit service area never extends beyond Pacific Transit's official boundary, the Public Transportation Benefit Area; however, you may see vehicles that transport Paratransit passengers driving outside the service area when they are traveling from destination to destination or transporting other passengers.

Changes that increase or decrease the areas and times served by the fixed route buses will result in comparable changes to the Paratransit service area and times.

If you are unsure if your home or destination is within the current Paratransit service area, please contact the ADA Coordinator at 360-875-9418, Option 6.



## Scheduling Your Ride

Pacific Paratransit service is not a taxi service, but rather a shared-ride service that carries multiple customers to different destinations. As a small rural transit provider, Pacific Transit may experience limited availability when demand for ADA paratransit trips exceeds available vehicles and staff at a given time. In such cases, we may negotiate pickup times with riders; however, in

accordance with ADA requirements, Pacific Transit does not require ADA-eligible individuals to accept a pickup time more than one hour before or after their requested time.

Matching rides is the most complex part of getting you where you need to go on time. When you call, the Dispatchers will do their best to accommodate your request. The more flexible you can be about the time you request, the easier it is to serve a greater number of customers. Trips are scheduled to allow for adequate travel time between stops. The amount of time you are on the vehicle is designed to be comparable to the fixed route buses.

### **Pick Up Window**

When you schedule a ride, you will be given a 30-minute range of time during which you can expect a Pacific Paratransit vehicle to pick you up.

This 30-minute period is called the “pick-up window.” Passengers may be picked up 15 minutes before or after their scheduled pick-up time.

The 30-minute window applies to all scheduled rides, including return rides. For example, if you agree to a 9:00 a.m. pick-up, the vehicle should arrive between 8:45 a.m. and 9:15 a.m. for an on-time pick-up.

## **When To Schedule A Ride**

You can schedule your Paratransit ride up to fourteen (14) days in advance of your trip but no less than the day before your trip. Pacific Transit does not schedule same-day rides.

The Pacific Transit Dispatch office is open from 8:00 a.m. to 5:00 p.m., seven days a week. Voice-mail is available during off hours and holidays.

## **How To Schedule A Ride**

Call the Dispatch office at 360-875-9418/360-642-9418, Option 1.

Our goal is to answer your call as quickly as possible. However, if you are on hold, please be patient and stay on the line. Calls are answered in the order received and a Dispatcher will be with you shortly.

The Dispatcher will guide you through the process of scheduling your ride. Please have the following ready before you call:

- Your name and address
- Pencil and paper
- Your complete pick-up address, including apartment and/or building name or number
- Exact address and description of where you want to go
- Time(s) of and date(s) of travel
- Time(s) of any appointments you might have, so we can plan your drop-off and pick-up times
- If a personal care attendant (PCA) or guests will be riding with you
- If a service animal, service animal trainee, or pet will travel with you
- Whether you will be using a mobility aid (wheelchair, walker, oxygen)

## **Confirming Your Ride Requests**

When you are finished scheduling your trip, the Dispatcher will review all the information with you. This is a good accuracy check for both of you. Have a pencil (or pen) and paper handy to write down the information the Dispatcher gives you. We suggest you write down the name of the Dispatcher who helped you plan your trip.

## Tips For Requesting Rides

These tips will help provide you with the best possible service:

- **Early** - The earlier you call (up to fourteen (14) days in advance) for a ride, the more time Pacific Transit has for route planning.
- **Allow extra travel time** - Trips are scheduled on a shared ride basis. The vehicle may stop to let other customers on or off before reaching your destination. In addition, travel times may vary due to traffic slowdowns, time of day, local events, road construction, traffic accidents, bad weather, or day of the week.
- **Be flexible** - Paratransit may not be able to schedule a ride at exactly the time you want. Because Paratransit is a shared ride service, we may need to schedule your pick-up time up to one (1) hour earlier or later than you request.

**Remember the “pick-up” window** - When you schedule a ride, you will be given a 30- minute range of time during which you can expect a Paratransit vehicle to pick you up. This 30-minute period is called the “pick-up window.” Your vehicle may arrive any time during this window. Your ride is not late until the 30-minute window has passed. The 30-minute window applies to all scheduled rides, including return rides. For

example, if you agree to a 9:00 a.m. pick-up, the vehicle should arrive between 8:45 a.m. and 9:15 a.m. for an on-time pick-up.

- **Be ready** - When the vehicle operator comes to pick you up during the scheduled time, they can only wait for five (5) minutes. To avoid delays, missed appointments, and penalties for not showing up, make sure you're prepared to leave when the vehicle arrives. Keep in mind that Paratransit operators won't assist you in getting ready for your trip. If the vehicle arrives earlier than your scheduled pick-up time, you don't have to leave early, and the operator will wait until (5) minutes after your scheduled pick-up time.
- **Consider a PCA** - A Personal Care Attendant is someone who helps people with disabilities with their daily activities. Be advised that you may be left alone on the Paratransit vehicle anytime that our operator assists other customers. If you need a PCA, they can ride with you for free
- **Multiple trips** - You may schedule multiple trips for the same day. However, because this is a shared-ride service, it is important you allow ample time between drop-offs and pick-ups. We recommend you allow no less than one (1) hour and 15 minutes between each scheduled

pick-up time. Please do not schedule more trips than you plan on using as it may negatively impact other riders, and excess no-shows for trips could lead to suspension from the service.

- **Choose stores and other locations close to your home** - When you are going shopping or other places, choosing a location close to your home will reduce your travel time, allowing Pacific Paratransit to operate more efficiently for the benefit of all customers.
- **Limit your onboard parcels** - All passengers must be capable of managing their carry-on items on their lap or beneath their feet. All passengers must be able to carry possessions on board with a single trip. Overly large or cumbersome items that occupy multiple seats or encroach into the aisle are considered hazardous and will not be permitted. Passengers with oversized items will be asked to consolidate items in order to ride in the vehicle.
- Pacific Transit operators may provide assistance with shopping bags or personal items when the items can be safely carried and secured by the operator in a single trip and do not exceed 25 pounds in total weight. Such assistance is provided at the operator's discretion and only when it can be performed safely without impacting service. Paratransit reserves the

right to refuse transport of items exceeding the weight limit, or bulky items for lack of space in the vehicle. Please keep in mind walkways on the vehicle must be kept clear for safety reasons.

- **Oxygen** - If you are using oxygen, please bring an ample supply. Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct vehicle aisles.

## **Notify Pacific Paratransit of Any Change to Your Personal Information**

Call Dispatch at 360-875-9418/360-642-9418, Option 1, if you move to a new address, change apartments, change your home telephone number, or emergency contact number.

It is important to keep your mailing address up to date, and it can be different than your pick-up address.

### **Canceling Your Trips**

- If you need to cancel your scheduled ride it is your responsibility to call Dispatch at 360-875-9418/360-642-9418, Option 1.
- Please be sure to cancel both ends of your trip (pick-up and return) if appropriate.
- Customers must cancel their trip(s) a minimum of one (1) hour before the scheduled pick-up time to avoid a no-show penalty.
- If you need to cancel more than one (1) trip, be sure to tell the Dispatcher which trips to cancel. Paratransit vehicle operators are not permitted to request, change, or cancel trips for you.
- If you miss a ride for a reason that is outside of your control, please contact a Dispatcher as soon as possible.

**If you do not call to cancel your trip at least one (1) hour before the scheduled pick-up time, you may be considered a “No-Show.”**

More information about “No-Shows” can be found on page 48.

### **If Your Appointment Is Running Late**

If your appointment is running late and there is a chance you will not be ready at your scheduled return time, or if you have missed your ride, call Dispatch at 360-875-9418/360-642-9418, Option 1, as soon as possible. The Dispatcher will help you schedule a return trip.

### **Same Day Service**

Pacific Transit does not currently offer same-day service. All trips must be scheduled in advance in accordance with Pacific Transit policies and reservation requirements. If you have a medical emergency, you will be advised to seek another form of transportation, as Pacific Transit is unable to accommodate medical emergencies.

Requests to change a destination or add a stop after a trip has begun are considered a same-day service request and generally cannot be accommodated. Passengers must travel to the destina-

tion identified at the time the trip was scheduled. Any changes to trip destinations or additional stops must be arranged through the reservation process and approved in advance.

## **Be Ready When the Vehicle Arrives**

- When the vehicle pulls up, please be ready to go. Every effort is made to pick you up within 30 minutes after your scheduled pick-up time.
- The vehicle can arrive anytime in the 30-minute pick-up window and is still considered on time.
- **The operator can only wait for you for five (5) minutes.** If the operator arrives early, you are not required to leave until five minutes after your scheduled pick-up time.
- The operator's responsibility for your safety begins at the curb where the trip begins and ends at the curb of your destination.
- If you need assistance during your journey, a PCA or companion should travel with you. A PCA and/or companion must board and alight at the exact location as the passenger.
- Operators are not required to approach a house where there is a risk of encountering an unrestrained animal.
- For safety reasons the pathway from the door

to the vehicle must be clear of debris, ice, and snow.

- All Pacific Paratransit operators wear uniforms with the company name displayed on them.
- Operators are not permitted to enter your home, even to assist you.

### **Waiting Areas and Common Lobbies**

- Operators will not come into the common area of an apartment or office building to meet you.
- Operators are not permitted to go through facilities, up elevators, or into individual offices to assist or locate customers.
- Operators are not permitted to enter your home, even to assist you.

# Travel Tips

## Personal Care Aide

A PCA Is Recommended Under the Following Conditions

- You are unable to be left alone.
- You are unable to travel independently beyond the door of the pick-up or drop-off.
- You are traveling on rough or uneven terrain, or any other conditions that present a safety hazard.
- You require supervision during transport on Paratransit.

## Traveling With Guests (Companions)

- Each eligible rider may travel with one guest in addition to their PCA. Additional guests may travel if space is available.
- Your guest(s) must board and disembark at the same location as you.
- Be sure to tell the Dispatcher you will be bringing a guest(s) with you when you schedule your ride.
- Operators cannot transport passengers who are not prescheduled for a trip.
- In the event you have scheduled a ride for a

guest to go with you and they will not be taking the trip, please call a Dispatcher at Dispatch at 360-875-9418, Option 1, to cancel their trip so we can offer that empty seat to another customer.

## **Transporting Children**

- Children age 11 and older are permitted to ride unaccompanied.
- Children 10 or younger must be accompanied by someone 16 or older.
- Infants and small children under the age of two are to be under the care and supervision of a parent/guardian while on the vehicle; infants and small children may ride on the lap of a parent/guardian or be transported in a carrier.
- Pacific Transit employees are prohibited from assisting with the securement of infants or small children being transported in a child seat or baby carrier.
- Paratransit vehicle safety belts are compatible for use with child safety seats.
- You are responsible for securing the car seat and securing your child in the car seat.
- You are responsible for your child during trips.

## **Service Animals (And Service Animals in Training)**

- Service animals are animals that have been trained to perform a specific task or tasks to assist a person with a disability.
- Service animals are welcome on Pacific Paratransit vehicles.
- A service animal may travel on the floor near its handler, or if small, on the handler's lap. It may not sit on a vehicle's seat.
- A service animal must be always under your control and always behave appropriately.
- 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.
- Pacific Transit Operators will not manage or handle your service animal.
- If you need assistance getting on or off the vehicle with your service animal, please plan to bring a PCA to assist you.
- Any animal that is not controlled and/or exhibits vicious behavior will not be allowed to ride on any Pacific Transit vehicles.

## **Pets**

- If you are traveling with a pet, it must be in a carrier designed for animals with absorbent material on the carrier floor.
- You must be able to handle and carry the pet carrier by yourself.
- The pet carrier must fit under the seat or on your lap and cannot block the walkway on the vehicle.
- Passengers must be capable of cleaning up after their pet and disposing of all pet waste that occurs in the transit vehicle or transit facility.

## **Wheelchairs And Other Mobility Aids**

- The ADA requires Pacific Transit to transport manual or powered mobility devices (wheelchairs and scooters) used by a person with a mobility disability.
- A Paratransit customer and their wheelchair must fit on the lift and fit into the wheelchair securement area.
- If you are not sure if your mobility device will fit due to length, width or weight contact our ADA Coordinator at 360-875-98418, Option 6, for more information.
- If you and your mobility device together weigh more than 800 pounds, contact our ADA Coor-

dinator at 360-875-9418, Option 6.

- For safety reasons, operators are limited in the level of assistance they can provide to people who use power wheelchairs or scooters. We generally cannot help you up or down steps or curbs.
- Operators will not operate power wheelchairs or scooters.
- If your power wheelchair or scooter becomes inoperable while out in the community and you have a ride scheduled, please call the reservations office at 360-875-9418, Option 1, to advise Paratransit of the situation.
- If you have a ramp at your home site, it must meet ADA requirements for slope, be safely constructed and be cleared of any obstructions for an operator to assist.
- If the operator determines that they cannot safely use your home ramp, a Pacific Paratransit Supervisor will be notified. Operators will not escort you over the ramp until a supervisor has determined it is safe.

- If you have questions about the safety or design of your walkway or ramp at your pick-up or drop-off location, call the ADA Coordinator at 360-875-9418, Option 6, for assistance.
- Only the operator is permitted to operate the vehicle wheelchair lift or securement devices.
- If you use a wheelchair or other mobility aid, we ask that you keep it clean and in good working order.
- Many scooters and power chairs may be difficult to secure and are not designed to be used as seats on a motor vehicle, making them unsafe to occupy during transit. Because of this, the operator may recommend that you transfer to the passenger seat for your safety. **You are not required to transfer to a passenger seat, but we encourage you to do so when your operator recommends the transfer.**

## Other Aids

- The operator will secure walkers inside the vehicle. Walkers, plus any attachments such as baskets, bags, or water bottles, should weigh no more than 25 pounds total.
- If you need to travel with an oxygen unit, a portable unit is preferred.
- If you have an oxygen cylinder, it must be transported in a cylinder holder and be at-

tached firmly to a mobility aid or be in a cylinder cart on wheels. The operator will secure your cylinder cart inside the vehicle.

- The operator will load and secure your shopping cart on the vehicle. Items must be in the cart and not hanging from the cart.

## **The Lift**

All vehicles are equipped with a lift to board passengers using wheeled mobility devices. However, customers who do not use wheelchairs may use the lift to board the vehicle. Please tell the Dispatcher that you wish to use the lift when you book the trip. This information will be given to the driver.

If you have not planned to use the lift, but need to, let the driver know and they will lower the lift for you.

## **Seatbelts**

- For safety and security, all customers, guests, and PCAs are required to wear seatbelts and remain seated with their seatbelts secured during transport.
- Seatbelt extensions are available for your comfort. Let the operator know if you would like to use one.

- Pacific Transit recommends that customers in wheelchairs use a personal lap belt to prevent a fall from the wheelchair seat during transport.

## Pacific Paratransit Operators

Pacific Paratransit operators are trained in customer service, defensive driving, passenger assistance, disability awareness, and the safe operation of Paratransit vehicles. Please cooperate with the operators and follow their instructions.

- The operator's first responsibility is the safety and security of all the customers and the vehicle.
- Minimize operator distractions. Operators will not engage in unnecessary conversation with you. To help the operator focus on their driving, please limit the conversation to questions or concerns about your trip.
- Operators, whenever possible, are encouraged to stay within sight of the vehicle, however, this is not always possible.
- Please be advised that you may be left alone on the Paratransit vehicle when the operator assists other customers.
- Operators may, but are not required to, assist passengers with shopping bags or personal items that can be safely carried and secured in a single trip and weigh no more than 25 pounds. Assistance will be provided only when it can be performed safely and without unreasonable delay to service. Operators cannot pick

up packages (such as prescriptions) for you and bring them to you.

- Operators are not allowed to wait while you complete a quick errand. All stops must be scheduled.
- Operators are not authorized to handle medications or money, other than your fare if applicable.
- Operators cannot accept tips; they do appreciate letters of praise for good service.
- Operators will not approach a house where there is a risk of encountering an unfriendly or unrestrained animal. When the operator arrives, make sure your animal is contained or on a leash.

## Out Of Town Visitors

Visitors to the Pacific County who are certified ADA eligible for Paratransit by another transit provider or who provide documentation of a disability or self-certify that they have a disability that prevents them from using the regular Pacific Transit buses, may use Pacific Transit's Paratransit service for up to 21 days of service over a 365 day period without completing the formal application process.

If more than 21 days of service in Pacific County are needed in a year, visitors must apply through the Pacific Transit eligibility process. To request an application, contact Dispatch, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. at 360-875-9418, Option 1 or contact the ADA Coordinator at 360-875-9418, Option 6, or [ada@pacifict transit.org](mailto:ada@pacifict transit.org).

## **Inclement Weather or Local Disasters**

Pacific Transit may delay or cancel public transportation service when adverse weather creates conditions hazardous for customers and operators, or when vehicles are unable to reach your residence or destination safely.

Some trips may be canceled on short notice. Pacific Paratransit riders should plan for

Paratransit service announcements for emergency cancellations will be communicated daily through a call to all customers who have a ride scheduled.

If weather conditions deteriorate after Pacific Paratransit service has dropped you off at your destination, we will arrange a return trip home.

In case of flooding, Pacific Paratransit service may not be able to get to you until the street is open and cleared of debris.

While uncommon, snow can cause delays or cancellation of service. Sidewalks, driveways, and ramps must be cleared of snow, ice, and debris so operators can safely assist customers to and from the vehicle.

# Points of Courtesy

## A Few Rules

Pacific Paratransit is a shared-ride service, and our goal is to provide a safe, comfortable ride for all our customers.

Pacific Transit wants you to be aware of a few important rules for riding Pacific Paratransit.

A complete copy of the rules regulating behavior on Pacific Transit's vehicles, property, and in its facilities can be found under Pacific Transit Rules of Conduct available upon request or accessible on our website: <https://pacifictransit.org/policies/>

The following is a summary of activities that are not allowed:

- Drinking from cups without lids, smoking, eating, and playing audio equipment without headphones or operating other noisy equipment in the vehicle.
- Being noisy, seriously disruptive, violent, or threatening while in the vehicle or during the boarding or disembarkation process.
- Engaging in behavior that is illegal or might cause harm to others.

- Refusing proper securement of a wheelchair.
- Possessing flammable liquids.
- Displaying a weapon in a manner that manifests an intent to intimidate another.
- Delaying or impeding the flow of transportation services.
- Walking around in the vehicle during transport.
- Blocking the walkway on the vehicle.

### **Please Consider**

Perfumes and colognes may trigger allergic reactions resulting in cardio-respiratory distress for other customers. Avoid the use of scented items when you are using Pacific Transit services.

For the comfort and health of all customers, personal hygiene must be maintained within acceptable standards. Strong odor, animal dander, and other allergens may cause distress for other customers.

### **Lost And Found**

Pacific Transit is not responsible for items left on the vehicle. Customers are responsible for keeping track of all personal belongings brought onto the vehicle.

If you discover you have left an item on a vehicle,

call the office at 360-875-9418/360-642-9418, Option 1, as soon as possible.

Items found on the vehicle will be kept for no longer than 30 days and perishable items are immediately discarded.

## No-Show Policy

A “No-Show” occurs when a customer:

- is not at the requested pick-up address, and the operator cannot locate the customer; or
- is not ready to board the vehicle within five (5) minutes of the arrival of the on-time vehicle; or
- has not called to cancel the trip a minimum of one (1) hour before the scheduled pick-up time.

Cancellations made at the door for an on-time pick-up will be considered a No-Show.

If a trip is missed because of situations beyond your control, Pacific Transit does not count as no-shows. Examples of such situations include:

- Medical emergency
- Family emergency
- Appointment that runs unexpectedly late without sufficient notice.

Cancellations made at the door because the vehicle arrives after the 30-minute pick-up window will not be considered a no show.

If the vehicle arrives early, the driver may ask if the customer is willing to leave early. **If the cus-**

**tomer does not wish to leave prior to the scheduled pick-up time, the driver will continue to wait until five (5) minutes past the scheduled pick-up time before leaving for the next pick-up or drop-off location.**

**No-Shows or late cancellations that occur due to circumstances beyond the control of the customer should be reported to Dispatch at 360-875-9418, Option 1, as soon as possible.**

### **Warnings And Suspensions**

Establishing a pattern or practice of No-Shows will result in warning and suspension penalties.

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.

**Please note that all No-Show warnings or suspensions may be appealed through an administrative review by contacting the Pacific County Public Transportation Benefit Area office at 360-875-9418.**

### **Administrative Appeal**

Pacific Transit reserves the right to suspend your service for flagrant and/or repeated violations of the Pacific Transit Rules of Conduct. You will be notified when any violations occur.

If you disagree with Pacific Transit's warning or decision to suspend service, you have the right to request an administrative appeal in writing or alternative format within 15 calendar days of the date of the warning or decision.

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

**Mail:**

HR Director  
PO Box 489  
Raymond, WA 98577  
360-875-9418

**Physical Address:**

HR Director  
326 Commercial Street  
Raymond, WA 98577

**Email:**

[hr@pacifict transit.org](mailto:hr@pacifict transit.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.

## Comments and Complaints

We value your opinion. Share your thoughts, ideas, comments, and complaints about our service. Give us a call at 360-875-9418, Option 1, (TTY WA Relay 711), reach out to us on our website at <https://pacifictransit.org/contact/>, or send us a letter to:

ADA Coordinator  
Pacific Transit  
PO Box 489  
Raymond WA 98577

When you contact the office, please be specific and include the following information:

- Your name, address, phone number
- The date, time, and location of the incident
- The vehicle number or operator's name
- Your compliment, suggestion, or complaint

**An ADA complaint must be submitted within 60 days following the action(s) upon which it is based.** 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.

Any of the following methods can submit a formal ADA complaint: mail, email, or phone. An explanation and reason for the complaint must be included.

**Mail:**

ADA Coordinator Teresa Ganzel  
PO Box 489  
Raymond, WA 98577

**Physical Address:**

ADA Coordinator Teresa Ganzel  
216 2nd Street  
Raymond, WA 98577

**Email:**

ada@pacifict transit.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.

The preferred way for Pacific Transit to receive a complaint is in writing using the provided form (FOR-114A: ADA Complaint Form) on the website <https://pacifict transit.org> (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.

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.

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.

If you would like to contact someone at Pacific Transit who is outside the Paratransit Department or if you would like to remain anonymous, please contact: **HR Director at 360-875-9418, or hr@pacifictransit.org, or in person at Pacific County Public Transportation Benefit Area’s administration office located at 326 Commercial Street, Raymond, WA 98577.**

You can expect to receive prompt, accurate responses to your questions and concerns. Once Pacific Transit 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. After the initial contact, the ADA Coordinator or designee shall respond within 21 calendar days in writing or other accessible formats.

An ADA complainant has the right to request an appeal within 15 calendar days from the date of the ADA Coordinator's response. Please refer to the Administrative Appeal section on page .

We hope this informational handbook has helped answer your questions about Pacific Transit's Paratransit shared-ride service.

If you have questions after reading this handbook, please call the Paratransit office at 360-875-9418, Option 6. Our staff will be happy to assist you.

## Final Notes

**Carry needed medication with you in case of delays.** If you are diabetic or hypoglycemic, bring a small snack in case you travel longer than expected.

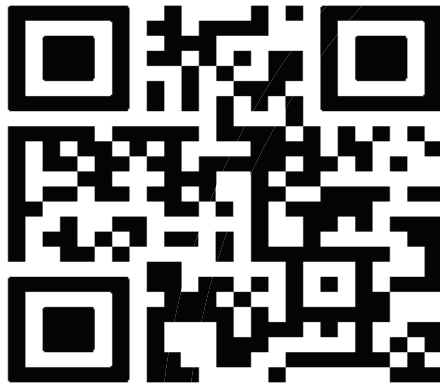
**For medical emergencies CALL 911.** Paratransit operators are not trained as paramedics, and we cannot provide emergency transportation.

### **Pacific Transit Rules of Conduct**

A copy of the current rules of conduct is included in this mailing and is available at: <https://pacific-transit.org/policies/>

Any changes to the rules of conduct will be posted on the Pacific Transit website as they occur and can be requested at any time.

Scan the QR code below  
to visit our website





Need a ride, but you don't qualify for  
Paratransit? Pacific Go can help!

Call 360-875-9418

or

360-642-9418





**Thank you for riding!**