

Pacific Transit Launches ADA Improvements, New Pacific Paratransit Service, and Updated Pacific Go Dial-a-Ride Program

Pacific Transit System is pleased to announce the completion and public release of its Americans with Disabilities Act (ADA) Corrective Action Plan, marking an important milestone in the agency's ongoing commitment to providing safe, accessible, and equitable transportation for everyone in Pacific County. The plan outlines significant improvements to policies, training, service delivery, and customer communications while reinforcing Pacific Transit's commitment to full ADA compliance and continuous service improvement.

As part of these efforts, Pacific Transit is introducing several important changes designed to make it easier for customers to understand the transportation services available to them and to ensure ADA services are delivered consistently with federal requirements.

Introducing Pacific Paratransit

Beginning this summer, Pacific Transit is officially rebranding its ADA complementary paratransit program as **Pacific Paratransit**.



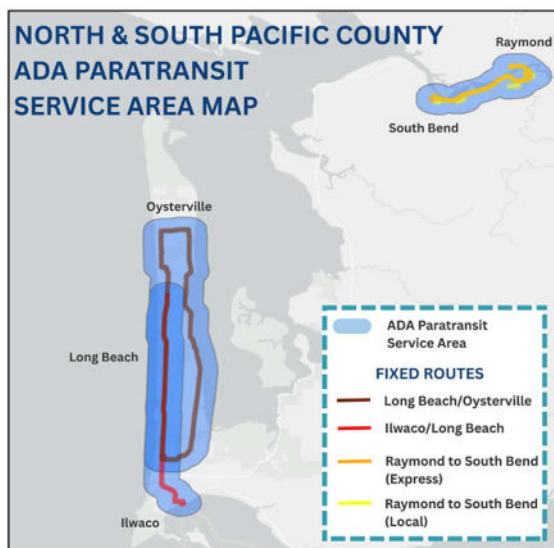
While the service itself has existed for many years, the new name clearly distinguishes ADA-required transportation from Pacific Transit's general public Dial-a-Ride service. This distinction helps customers better understand which service best meets their transportation needs while ensuring Pacific Transit administers each program according to its own policies and requirements.

Pacific Paratransit provides shared, accessible transportation for individuals whose disabilities prevent them from independently using Pacific Transit's fixed-route buses. Eligible riders may use the service for any trip purpose after completing the ADA eligibility certification process. Eligibility is generally valid for three years before recertification is required.

A Clearly Defined ADA Service Area

Pacific Transit has formally established and published an ADA Paratransit service area consistent with federal ADA regulations.

Under the ADA, complementary paratransit service must operate within three-quarters of a mile of Pacific Transit's local fixed routes during the same days and hours that those routes operate. Pacific Paratransit will now serve destinations within that federally defined corridor surrounding Pacific Transit's local routes in Raymond, South Bend, Long Beach, Ilwaco, and surrounding fixed-route service areas.



Previously, Pacific Transit often provided Dial-a-Ride and ADA transportation throughout a much broader geographic area, including destinations outside the ADA-required service area. As part of the Corrective Action Plan, the agency has separated these services to ensure ADA riders receive the protections and service standards guaranteed under federal law.

Introducing Pacific Go: Dial-a-Ride

Beginning August 1, 2026, Pacific Transit will launch Pacific Go, the new name for its general public Dial-a-Ride service. The new name helps distinguish this flexible, on-demand transportation service from Pacific Paratransit, the agency's ADA complementary paratransit program.



Pacific Go is available to the general public and does not require ADA eligibility certification. The service provides flexible, shared transportation throughout Pacific County and is offered on a space-available basis.

As part of a service change pilot program beginning August 1, Pacific Go will operate within an updated service area designed to improve service efficiency while continuing to provide access to essential destinations. During the pilot, Pacific Go will:

- Continue serving communities throughout Pacific County, including areas not served by Pacific Paratransit. Trips must begin and end within the Pacific Go service area, beginning or ending within Pacific County.
- Include dedicated transportation zones connecting riders to major medical facilities and the Aberdeen Transit Station for transfers.
- Include dedicated transportation zones connecting riders to medical facilities and the Astoria Transit Center for transfers.
- Eliminate infrequently used long-distance trips to Olympia while maintaining regional travel opportunities through connections with neighboring transit providers.



These pilot service changes will help Pacific Transit evaluate travel demand, improve service reliability, and ensure transportation resources are used where they provide the greatest benefit to the community. The agency will monitor ridership, customer feedback, and operational performance throughout the pilot period before determining whether the changes should become permanent.

Understanding the Difference

Although both services use accessible vehicles and may look similar, they serve different purposes.

Pacific Paratransit is a federally required ADA service for certified riders with disabilities. Trips are protected by ADA regulations regarding eligibility, scheduling, service hours, reasonable modifications, and trip prioritization.

Pacific Go is Pacific Transit's flexible public Dial-a-Ride program available to everyone. Because it is a general public service, scheduling and availability are based on vehicle and driver capacity, and trips are scheduled on a first-come, first-served basis after ADA transportation needs have been accommodated.

A Stronger Commitment to Accessibility

The release of the ADA Corrective Action Plan reflects months of work by Pacific Transit staff, Board members, and ADA consultants to strengthen the agency's policies and operations.

Improvements include:

- Comprehensive ADA training for dispatchers, operators, supervisors, and administrative staff.
- Updated ADA eligibility and certification procedures.
- Improved scheduling and dispatch practices.
- New complaint procedures and ADA policies.
- Enhanced reasonable modification procedures.
- Improved recordkeeping and performance monitoring.
- Quarterly reporting to the Board of Directors on ADA compliance and service performance.

Pacific Transit recognizes that accessible transportation is essential for maintaining independence, accessing healthcare, employment, education, shopping, and community

life. These improvements are intended not only to ensure compliance with federal law, but also to provide a more reliable, transparent, and customer-focused experience for everyone who depends on public transportation.

Learn More

Customers are encouraged to visit Pacific Transit's website to:

- Read the full ADA Corrective Action Plan.
- View the new Pacific Paratransit service area map and dedicated webpage at: <https://pacifictransit.org/pacific-paratransit/>
- Download the Pacific Paratransit User Handbook.
- Learn about Pacific Go services beginning August 1.
- Contact Pacific Transit's ADA Coordinator at 360-875-9418 Option 6 with questions or to begin the ADA eligibility application process.

Pacific Transit appreciates the patience and support of its riders throughout this process and looks forward to continuing to provide accessible, dependable transportation services throughout Pacific County for years to come.