

# Paratransit NEWSLETTER

**WTA**  
Dec. 2015

## We Share the Air in our buses

Some of our riders and drivers are sensitive to strong smells.

For everyone's health, safety and comfort, please don't wear perfume or strong smelling personal products on the bus.

## Also, help us limit the spread of colds and other illnesses!

When you're on the bus, remember to cover your sneezes and coughs. Use a tissue or your upper sleeve--not your hands.



## We've Changed our No-Show Policy

**What is a "no-show"?** When you book a trip with us, we consider it a no-show if: 1) you are not at the pick-up address, 2) you are not ready to board within five minutes, or 3) you decide not to make the trip and don't call to cancel before the driver arrives.

No-shows make it harder for us to schedule trips efficiently, so they hinder our service to other riders. For this reason, we impose penalties on riders who incur no-shows.

(Continued on reverse)



**SAFE**



**RELIABLE**



**FRIENDLY**



## No-Show Policy Changes (continued)

**Important change!** If you no-show, and you have other trips booked for later that day, we will NO LONGER automatically cancel your later trips. Please cancel every trip you don't need. If you don't, each one will count as a no-show.

To learn about all the changes to our No-Show Policy, visit [www.ridewta.com/types-of-service/paratransit/no-show](http://www.ridewta.com/types-of-service/paratransit/no-show), or give us a call at 733-1144. We're happy to explain it to you.

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**H** APPY HOLIDAYS!  
We hope you enjoy your holiday season.

**R** EMBER: We close our offices and we don't offer bus service on Christmas Day and New Year's Day.

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