

Paratransit NEWSLETTER

WTA

April 2017

Is it hard to hear us, on the phone?

Turning off the TV and radio, before you call, can help us hear each other.

If you still find it hard to hear, you may be eligible to receive a FREE "CapTel 840" phone, through a program sponsored by Washington State.

CapTel 840 is a new technology that allows you to receive word-for-word captions of your telephone conversations.

To learn more, call 1-800-422-7930 (V/TTY) or (360) 902-8000.

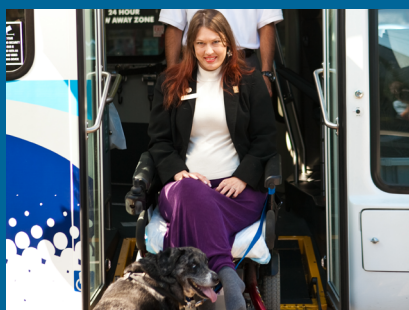
We may make changes to "Will Calls"

A "Will Call" is a trip you book without knowing exactly what time you'll need it. When you book a Will Call, you provide the pick-up and drop-off locations in advance, then call when you're ready for the ride.

To schedule trips more efficiently, WTA is considering changes to the way we handle Will Calls. These are:

- Will Calls would be limited to four per day.
- Will Calls could be requested for as late as 7:00 pm. If Dispatch has not heard from you by 7:00 pm, your Will Call would be canceled. Rides after 7:00 pm would need to be scheduled rides, not Will Calls.
- Will Calls could not be scheduled from your home address, unless WTA had specifically approved this as Reasonable Modification.

If you have concerns or questions about these potential changes, please call us at 733-1144.



SAFE

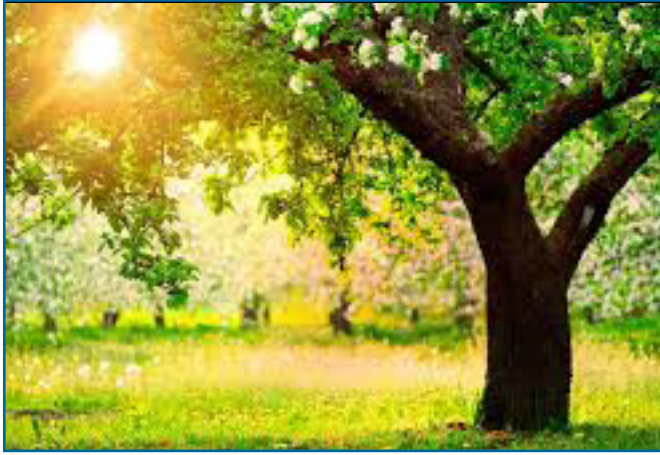


RELIABLE



FRIENDLY

Who can book your rides?



Have you given someone else permission to book rides for you? If so, we need that information in writing.

Please watch your mailbox in April. We plan to send forms to all paratransit riders, requesting this information.

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Monday, May 29. There will be no bus service, and our offices will be closed. If you need to book a ride for the

following day, you can call between 9 am and 5 pm. Please leave a message, with all the details of your request.

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