

Paratransit NEWSLETTER



Spring 2023

Important: Changes to Paratransit Scheduling

We want to inform you about some upcoming changes to our Paratransit service. Starting June 11, 2023, riders will have more flexibility in scheduling their rides based on their destination and time requirements.

Now, you can choose between two options when booking your ride:

1. **Scheduling to your destination time:** If you have a specific appointment at the doctor's office or any other destination that requires you to arrive at a certain time, you can book your ride accordingly. This will ensure that you reach your destination on time.
2. **Scheduling to a 30-minute pick-up window:** If you are going somewhere and don't need to arrive by a specific time, you can choose a shorter pick-up window of 30 minutes. This gives you more flexibility in planning your trip and reduces your wait time.

To continue providing the appropriate level of scheduled timed rides, WTA will be changing the type of ride that qualifies for a Will Call. **Starting June 11, only riders going home from a medical appointment will be eligible to request a Will Call.** Riders traveling from other destinations such as the grocery store, hair salon, park, library, museum, restaurant, City Hall, etc., will need to schedule their trip with a pickup or ready time.

If you have any questions or need further clarification about these upcoming changes, please do not hesitate to contact us at 360-733-1144.

SAFE, RELIABLE, FRIENDLY

New Service: Route 75 Birch Bay / Blaine



We're excited to begin offering paratransit service in Birch Bay / Blaine along Route 75.

This means that Paratransit rides can be booked to and from any location within three-quarters of a mile of Route 75 but **Paratransit eligibility is required.**

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Holiday Closures

WTA offices and services will be closed on the following days:

MEMORIAL DAY

Monday, May 29

INDEPENDENCE DAY

Tuesday, July 4

LABOR DAY

Monday, September 4

Reminder: Cancel your trips on time to avoid “no shows”

If your plans change and you do not need your ride, please call to cancel **at least one hour** before your earliest pickup time. WTA enforces a no-show policy. If you habitually no-show, we may temporarily suspend you from service.

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