

Paratransit NEWSLETTER

WTA

May 2018



Introducing Western Van Service

Occasionally, WTA hires a taxi service to provide you with a paratransit ride. (Most often, this is for our "Zone Service.")

For many years we worked with the great team at City Cab. Now we are working with a new great team: Western Van Service.

Traveling with a Companion

You're welcome to travel with a companion when you ride paratransit. Let us know when you schedule your trip that you'll have a companion with you.

All companions must pay the fare. They must get on and off with you. If your companion has special mobility needs, for example if he or she travels with a wheelchair, we'll need to know this when you schedule your ride.

If you cancel your ride, we automatically cancel the ride scheduled for your companion.

If you'd like to travel with more than one companion, we can often accommodate that. Just ask the Customer Service Representative when you call to schedule your ride.



SAFE



RELIABLE



FRIENDLY

The Four Bag Limit

Assisting you safely is our first priority.

Drivers can help you carry up to four packages or grocery-size bags if it's safe for them to do so while assisting you.

However our drivers are not allowed to carry bags or packages if their combined weight is more than 35 pounds.

Placing your bags in a small cart works extremely well.



MEMORIAL DAY IS
on Monday, May 28, 2018.
There will be no bus service
on Memorial Day. There

will also be no bus service on the
Fourth of July.

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