

Paratransit NEWSLETTER

WTA

April 2019



Western Van Service will sometimes pick you up for your trip

Occasionally, WTA hires a taxi service to provide you with your paratransit trip or "Zone Service" trip.

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

Cancel your trips on time to avoid "No Shows"

You must cancel your paratransit trips at least one hour before your earliest scheduled pick up time. For example, if your trip is booked for a 9:00 am or later pick up, you must call to cancel your trip by 8:00 am. If you don't cancel by 8:00 am, it will count as a No Show.

If you cancel your Will Call trip once you have already called to be picked up, this will also count as a No Show.

To avoid No Shows, please cancel your trips as soon as possible, and at least one hour before your earliest scheduled pick up time.



Safe



Reliable



Friendly



No Bus Service on Memorial Day

All WTA staff will observe the Memorial Day holiday on Monday, May 27, 2019.

There will be no bus service that day.

NO PASS ON FILE?

If you don't have a paratransit Pass on File, you'll need to pay \$1 in cash for every trip.

Riders who don't pay their fares won't be able to schedule future trips until the issue is resolved.

Questions? Please call 360-676-7433.

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