

Paratransit NEWSLETTER

WTA

May 2019

About Will Calls

- You may have to wait longer than one hour for your will call to arrive.
- Will call pick-up locations cannot be changed.
- No will calls from your home address.
- No more than four will calls per day, per rider.
- All trips after 7 pm must be booked as scheduled trips.
- No will call trips after 7 pm. Will calls not activated by 7 pm will be canceled.

Reminder: Cancel Your Trips on Time to Avoid "No Shows"

To avoid a no show, you must cancel your trip at least an hour before your earliest scheduled pick up time.

For example, if your trip is booked for a 10:00 am or later pick up, you must call to cancel your trip by 9:00 am. If you don't cancel by 9:00 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



Exiting the Bus Safely

When the bus comes to a stop, remain seated until the driver indicates he or she is ready to assist you.

All riders, including Personal Care Attendants and companions, should expect our drivers to assist them as they get on and off the bus.

N O 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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