

Paratransit NEWSLETTER

WTA

JAN 2021

Winter Weather Reminders

We'll do our best to keep buses warm in winter weather. However there will likely be times when the doors near the lift will be open for several minutes as you're sitting on the bus. Please dress warmly.

When it's snowy or icy out, consider rebooking your trip for another time. There may also be circumstances where we need to call and cancel your trip, based on snowy or icy conditions.

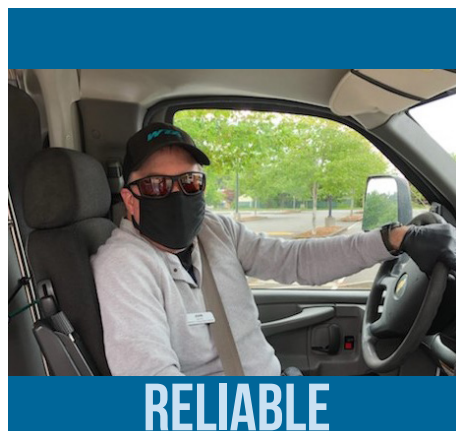
Introducing "Call Aheads"

A "call ahead" is an automatic notification to let you know that your bus is five or ten minutes away. Once you are set up to receive call aheads, they happen automatically. You can receive your "call" via phone, text message, email or a combination of these.

In the coming weeks and months, WTA will be reaching out to find out how you would like to receive your call ahead. We expect the process of getting all riders set up for this new service to take until April of 2021. Once that is complete, we will introduce a new feature: ride reminders.

A ride reminder is a notification the night before your scheduled trip, reminding you of the details of that trip. If it turns out you no longer need it, you'll have time to call and cancel. We hope to have ride reminders in place by July of 2021.

We're looking forward to rolling out these service enhancements! If you have questions, please give us a call at (360) 733-1144.





WTA Makes Special Deliveries

In cooperation with Whatcom Unified Command, WTA has been providing a special service. Once per week since April, we've been delivering two busloads of food from the Food Bank to families in Whatcom County.

This is just one of many ways community organizations are working together to support our neighbors during this challenging time.

REMEMBER

in the coming weeks, we'll be reaching out to find out how you'd like to receive call ahead notifications.

Give some thought to whether you'd like to receive them by phone, by text message, by email, or by some combination of these.

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