

# Paratransit NEWSLETTER

**WTA**  
MAY 2021

## A New Way to Catch a Ride in Lynden

WTA's new "Lynden Hop" is an on-demand van service for everyone.

With the Lynden Hop, you'll be able to hail a ride anywhere within Lynden, using a mobile app, or by phone, or on our website.

A WTA driver, in a WTA van, will pick you up and drop you off at your destination. All vans will be wheelchair accessible.

We're planning to introduce the Lynden Hop this summer. Watch for details in the coming months!

## Fare Collection Resumes July 1

WTA will start collecting fares again beginning on July 1, 2021.

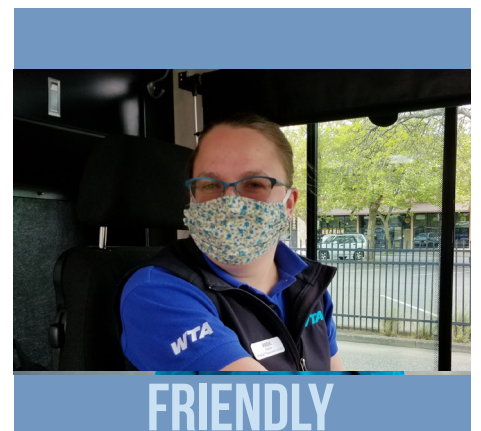
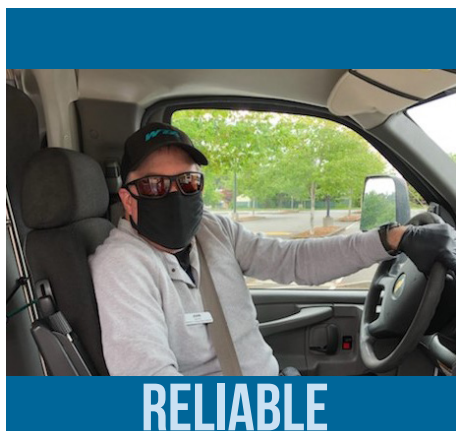
WTA temporarily stopped collecting fares back in March of 2020. Like many other transit agencies, we saw this as a way to increase the distance between riders and drivers, to protect everyone's safety.

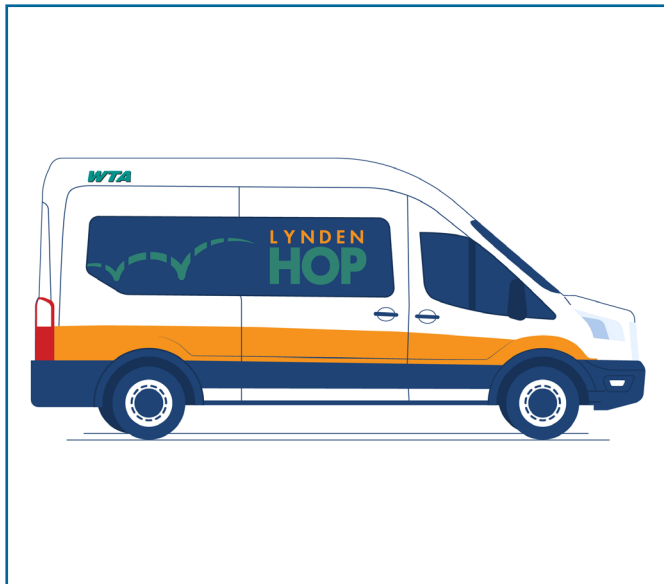
Thanks to several major safety improvements, we are now able to return to collecting fares. These safety improvements include:

- Requiring everyone to wear a mask when they ride the bus
- Installing clear protective barriers
- Greater numbers of drivers and riders who are vaccinated against COVID-19

We will send another newsletter reminder in June.

If you have questions, please give us a call at (360) 733-1144.





## Automated Call Aheads

All paratransit riders are now enrolled to receive automated call aheads, unless they have opted out or they live in a Skilled Nursing Facility. You should receive your call or text 8 to 12 minutes before your bus's estimated arrival time. Once you do, please start making your way to your door.

**Left:** here's what our new Lynden Hop vans will look like. Watch for them in Lynden in Summer 2021!

## SERVICE RETURNS

As you may recall, WTA reduced our bus service back in April of 2020, in response

to the COVID-19 emergency. We are happy to be returning to our regular (pre-COVID) service levels, starting on June 13, 2021.

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