

Paratransit NEWSLETTER

WTA
May 2022

A Few Reminders about Will Calls

We provide will call trips as a courtesy, because they're convenient and popular with our riders.

Scheduled trips, on the other hand, are trips we're required to provide by the Americans with Disabilities Act (ADA).

When one rider would like a will call trip at a time when we're booked with scheduled trips, the will call trip will have to wait. Scheduled trips always take priority.

We appreciate your patience while we try to get everyone where they need to go.

Wait Times Increase with Return of More Riders

After a couple of years of low ridership due to the pandemic, riders are returning to paratransit and beginning to request more trips.

This is a positive change! We're happy more people are getting out and about safely, we're happy to provide transportation, and it's great to see people we haven't seen in a while.

While we were transporting fewer people, wait times were often shorter than usual, and it sometimes took less time to get to your destination. As ridership continues to increase, wait times and total trip times will likely get a little longer.

You can help everyone get to their destinations quicker, by being ready and out the door as soon as you receive your call ahead.

Thank you for your understanding as we return to providing more rides to more people.



SAFE



RELIABLE



FRIENDLY



Masks Optional on the Bus

Masks are still a great way to keep yourself and others healthy. They are also required at all medical facilities. We'll continue to provide them, and some of our Transit Operators will likely continue to wear them. But they are no longer required on the bus.

It's still important to stay home (and cancel any trips on the bus) if you are sick.

THERE WILL BE NO bus service and our offices will be closed on Memorial Day (May 30, 2022) and on Independence Day

(July 4, 2022). We wish you happy holidays, and apologize for the inconvenience!

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