

Paratransit NEWSLETTER



November 2022

Watch for a Survey Card Coming Soon

WTA is working on a study to determine how many Paratransit riders travel to Skagit County on **Route 80X**, and how many riders need to travel to Skagit County but cannot travel on **Route 80X**.

You will receive a survey card with prepaid postage with a series of questions.



Ready to Book a Ride:

When you call to book a ride, have your information ready, know the address, and let the customer service representative know if you will be bringing a Personal Care Attendant, a companion, or a grocery cart. If you use a mobility device like a wheelchair or walker, let them know.

Due to lower staffing on weekends, please try to limit weekend calls to next-day booking requests, cancelations, and will call activation. You may be asked to call on a weekday if you have multiple rides to book.

Ready to Travel:

You do not need to contact WTA when you receive your call ahead, simply get ready for the bus, put on your jacket if needed, grab a purse or backpack, and head to your pick-up location.



FRIENDLY, SAFE, RELIABLE

WTA to Retire Metal Bus Tokens



We are retiring our metal bus tokens and replacing them with 1-ride paper tickets.

We will stop selling the metal version on **December 31, 2022**, and we will start offering paper tickets on **January 2, 2023**. We will continue to accept metal tokens on the bus until June 30, 2023.

The 1-Ride tickets will be valid on all WTA buses, including Paratransit.

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Holiday Closures

WTA offices and services will be closed on the following days:

Thanksgiving

Thursday, November 22, 2022

Christmas Day

Sunday, December 25, 2022

New Years Day

Sunday, January 1, 2023

Weather Safety

Paratransit trips may be limited or canceled if road conditions are hazardous.

WTA staff will assist with rescheduling your trip if this occurs. During bad weather, consider canceling or rescheduling your trip if it is not essential. By doing so, we can provide essential rides to riders in need while reducing the chances of weather-related delays.

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