

Paratransit NEWSLETTER



December 2023

Snowflakes and Safety: Your Winter Paratransit Guide

As winter comes around, we want to make sure your bus journey is safe and comfortable. Sometimes, we might need to cancel trips if the weather is snowy or icy. If that happens, we'll let you know right away and help you reschedule for a safer time.

Here are some tips for winter travel:

- **Dress Warmly:** Be prepared for varying temperatures on the bus, especially during stops with the lift or ramp in use. Wearing layers helps you stay warm.
- **Snowy Challenges:** Parking lots can be tricky in snowy conditions. If you think it might be hard to reach the bus or if there could be challenges, just give us a call to reschedule your trip.
- **Appointment Verification:** Before leaving home, make sure your destination is open in bad weather. Buses might be a bit late due to road conditions.
- **Home Visibility:** If you're getting home after dark, leaving your porch lights on helps our drivers find your house safely.
- **Early Appointment Requests:** For appointments, ask for a slightly earlier drop-off time. For instance, if your appointment is at 10:00, request a 9:50 drop-off. This gives some extra time in case of delays, so you get there on time.
- **"Call Ahead" Notifications:** If you are signed up for our 'call-ahead' service, you will receive a phone call or text when the bus is within five to ten minutes of your location. Be ready at the earliest pick-up time and keep an eye out for the bus, just in case.

Your safety and satisfaction are our top priorities. Thank you for your patience as we navigate winter weather challenges together.

Stay warm and travel safely!



SAFE



RELIABLE



FRIENDLY

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Holiday Closures

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

CHRISTMAS DAY

Monday, December 25

NEW YEARS DAY

Monday, January 1

We Share the Air in our buses

Some of our riders and drivers are sensitive to strong smells.

For everyone's health, safety and comfort, please don't wear perfume or strong smelling personal products on the bus.

Also, help us limit the spread of colds and other illnesses! When you're on the bus, remember to cover your sneezes and coughs. Use a tissue or your upper sleeve-- not your hands.

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