

Paratransit NEWSLETTER



New Fares Begin Tuesday, September 1

Paratransit Fares	\$3 / Ride \$6 Daily Fare Cap \$30 Monthly Fare Cap
Reduced Fares <i>(fixed route only)</i>	\$1 / Ride \$6 Daily Fare Cap \$30 Monthly Fare Cap
Fixed Route Fares	\$2 / Ride \$6 Daily Fare Cap \$60 Monthly Fare Cap

Who qualifies for reduced fares? *(fixed route only)*

- All paratransit eligible riders
- Riders 65+
- Veterans
- Riders who meet disability and income-based eligibility
- Students

WTA Driver Named #1 in the Nation!



WTA Paratransit Operator **Johnathan** took first place at the 2026 Community Transportation Association of America (CTAA) National Rodeo in Omaha, Nebraska!

Johnathan won top honors for his exceptional skill, precision, and passenger assistance. He was also awarded the prestigious **Otis Reed Jr. National Driver of the Year Award**, the highest honor a transit operator can achieve in the United States.

Please join us in congratulating Johnathan! We are incredibly proud to have the nation's best driver keeping our community moving safely.



The New Way to Pay

Meet The New Bus Card Readers

Soon, every Paratransit bus will have a new card reader installed above the cash farebox.

To pay, tap your card or smartphone on the reader. It will flash green and beep when your payment is accepted.

Accepted Payment Methods: Umo Card, Umo App, credit card, debit card, mobile wallet (Apple Pay, Samsung Pay, Google Pay), cash.



Can I still pay with cash? Yes, cash is accepted. Please continue to have your exact change ready when you board.

Do I need to have a Umo Card? No. While Umo is convenient, it is not required.

How Can I Refill My Umo Card?

- **By Phone:** Call the Ride Line at 360-676-7433.
- **At the Grocery Store:** Visit the customer service desk at Haggen or either Community Food Co-op location.
- **In Person:**
 - Bellingham Station Customer Service Booth
 - Whatcom Community College Bookstore
 - Bellingham Technical College Bookstore
- **Online:** Visit www.touchpass.com.



Important Information for Medicaid Recipients:

- If you receive Medicaid and ride the bus to medical, dental, or counseling appointments, the Northwest Regional Council (NWRC) can help pay for your transportation.
- For any month you have a verified appointment, NWRC will load rides onto your Umo account for use on either Fixed Route or Paratransit buses.
- To set this up, have your ProviderOne number ready and call **360-676-6749**.

Fare Capping & Pass Updates

Save Automatically with Fare Capping:

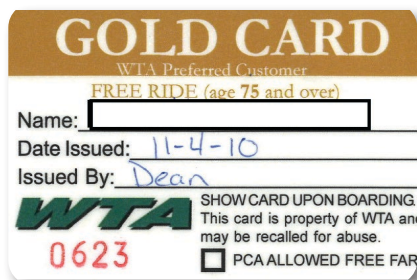
With fare capping, you never pay more than a set limit. Once you reach that limit, the rest of your rides are free!

To qualify, you must use the same payment method (Umo card, Umo app, or bank card) each time you ride.



- **Paratransit Daily Cap (\$6)** : Pay for 2 rides in one day, and the rest of the day is **FREE**.
- **Paratransit Monthly Cap (\$30)**: Pay for your first 10 rides in a month, and the rest of that month is **FREE**.
- **Note**: Cash payments do not count toward fare capping.

These cards will be phased out beginning September 1:



- Paper Gold Cards
- Free on Fixed Route cards
- Paper Veterans cards
- All old monthly or quarterly passes-on-file

If you are using these options, please contact us so we can switch you to a new card!

Paratransit NEWSLETTER

Come See Us at Senior Day in the Park

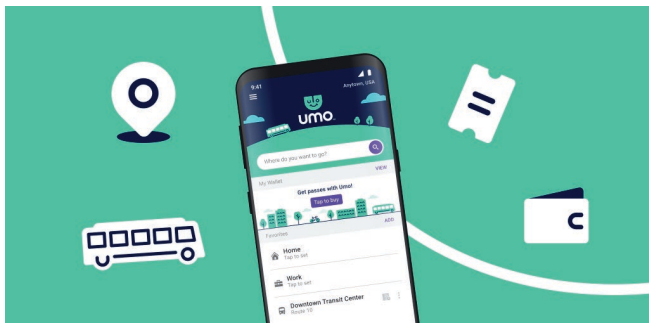
Want to get a Umo Card or talk to us in person?
Visit the WTA booth at **Senior Day in the Park!**

When: Wednesday, August 5, 10:00 AM to 2:00 PM

Where: Hovander Park, Ferndale

We will be there to answer questions, set up accounts, and register your free card.

Please bring your ID. One Umo card per rider.



Other Places to Meet Us

Saturday, August 15: Bellingham Station
10:00 AM - 2:00 PM

Tuesday, August 18: Cordata Station
1:00 PM - 4:00 PM

Thursday, August 27: Bellingham Station
8:00 AM - 12:00 PM

Download the Umo App!

Search **UMO Mobility** in the Apple App Store or Google Play Store to download.

Whatcom Transportation Authority
4011 Bakerview Spur
Bellingham, WA 98226-8066