



**SKAGIT
TRANSIT**

ADA Paratransit Rider Guide



Effective August 2020



SKAGIT TRANSIT

Our Mission

To enhance the quality of life in our service area by excelling in the efficient and effective provision of safe, accessible, reliable and attractive public transportation services by courteous and professional employees.

Our Values

Safety: *We commit to ensure that our employees, passengers and the general public's safety are always our first consideration.*

Service Excellence: *We commit to provide safe, clean, reliable, on-time, courteous service for our clients and customers.*

Workforce Development: *We commit to make Skagit Transit a learning organization that attracts, develops, motivates and retains a world class workforce.*

Fiscal Responsibility: *We commit to manage every tax payer and customer-generated dollar as if it were coming from our own pocket.*

Innovation and Technology: *We commit to actively participate in identifying best practices for continuous improvement.*

Sustainability: *We commit to reduce, re-use and recycle all internal resources and reduce greenhouse gas emissions.*

Integrity: *We commit to rely on the professional ethics and honesty of every Skagit Transit employee.*

Teamwork: *We commit to actively blend our individual talents to achieve world-class performance and service.*

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Welcome to Skagit Transit!

This guide will introduce you to Skagit Transit's Paratransit Service and provide the basic information you need for an enjoyable ride.

Skagit Transit Paratransit is designed to provide transportation for individuals whose conditions, disabilities and/or circumstances prevents them from using Skagit Transit's Fixed-Route buses. Based on the review of an application for Paratransit Service, you may receive curb to curb service, curb to Fixed-Route service or Fixed-Route service only (with training).

Questions regarding Paratransit service?

Please phone (360) 757-9191. Hearing-impaired customers may email us at custserv@skagittransit.org.

The Americans with Disabilities Act of 1990

The Americans with Disabilities Act of 1990 (ADA) is a federal law requiring Skagit Transit to provide Paratransit services comparable to its Fixed-Route system for individuals who are certified as ADA service eligible. ADA service eligibility is based on functional abilities rather than medical diagnoses. An individual may be certified as "ADA service eligible" if there is any part of the Fixed-Route system which cannot be used or navigated by an individual because of a disability or condition.

Paratransit Fares

Effective August 2020

- \$2 per trip (one way)
- 10-Ride Punch Card: \$20
- Monthly Pass: \$60 (unlimited rides)

Paratransit clients may ride local Fixed-Route service FREE by obtaining a Paratransit ID from Skagit Transit.

No Change / No Refunds

Please have exact change when boarding the bus. Operators are not able to make change or give refunds on the bus.



Paratransit 10-Ride Punch Card

TouchPass

Tired of fumbling for change and not having the exact amount to ride the bus? Tap your TouchPass on the bus and RIDE!

- Purchase your pass through a mobile app or online
- Create a personal profile to better manage your purchases, passes, transfers and usage
- Buy a pass for yourself or family instantly
- Use your smartphone or a reloadable smartcard as your bus pass
- Register online for added benefits like loss & damage protection, low balance alerts, auto-loading rides, and more

How do I begin?

Complete the simple process online at www.SkagitTransit.org/tp or visit the Customer Service Office at Skagit Station (105 E Kincaid St, Mt Vernon WA) between 8:30am–4:30pm (closed 11am–12pm) Monday through Friday. *Note: you can not register your card through the TouchPass mobile app for smartphones.*



Paratransit TouchPass Card and Mobile App



Introduction to Skagit Transit Paratransit Services

Skagit Transit Paratransit is a shared-ride transportation service, which provides specialized transportation comparable to Skagit Transit's local, non-commuter Fixed-Route bus service. It is a prescheduled service designed for people who are unable, for reason of a condition(s), disability(ies), or circumstance(s) to travel to the nearest bus stop or use a Skagit Transit Fixed-Route bus.

Fixed-Route Information

- Skagit Transit Fixed-Route buses are easy to ride because you can pay on board.
- On Fixed-Route, pay \$1 per trip (\$.50 reduced fare).
- Purchase a Fixed-Route day pass for \$3 (\$1.50 reduced fare).
- Purchase a Fixed-Route 31 day pass for \$30 (\$15 reduced fare).
- Pay with any amount up to \$20 and receive change in the form of a ride card.
- Companions will be required to pay the fare for each ride.

How do I qualify?

To qualify for Skagit Transit Paratransit service, ask yourself these questions:

- Are you able to get on or off a bus?
- Are you able to get to or from the nearest Skagit Transit bus stop?
- Are you able to wait (standing) at a Skagit Transit bus stop for 5 to 10 minutes?
- Are you able to ride or understand instructions on how to ride the bus?

If you responded “no” to any of the previous questions, you may qualify for our Skagit Transit Paratransit service.

Determining Eligibility

After we receive your completed application, you may be required to visit Skagit Station for an in-person assessment. There is no cost for the assessment, and transportation will be provided if needed. An eligibility representative will contact you after the completed application has been received to set up an appointment. After receiving all required information, Skagit Transit will determine your eligibility within 21 calendar days. You will be notified of the results in writing.

Information from the application, in-person assessment, medical professionals, caregivers and Skagit Transit staff will be considered in the determination process.

How can I get an application?

You can pick up an application for Skagit Transit's Paratransit service by stopping by our customer service office at Skagit Station, visit www.skagittransit.org, or request by mail. To request by mail, please call Skagit Transit's eligibility phone number at (360) 757-9191. If you are hearing impaired, please email eligibility@skagittransit.org.

Please ensure you fill out the application with **complete answers to each question**, and a signature is required at the end of the application. **An incomplete application shall not be processed and will be returned to you.** Please return your completed application to:

Skagit Transit
Attn: Eligibility Specialist
600 County Shop Lane
Burlington, WA 98233

You may also fax your application to (360) 757-4032, Attn: Eligibility Specialist.

Please be aware that Skagit Transit Paratransit cannot transport individuals with medical conditions or symptoms for which a higher level of care is needed for transport. Skagit Transit Paratransit will not transport anyone whose condition changes and it appears to prevent him or her from being safely transported.

Levels of Paratransit service

If Skagit Transit determines you are eligible for Paratransit services, you will receive a letter notifying you of the level of service you qualify for. There are three (3) levels of ADA Paratransit service:

- 1. Temporary:** In response to a medical event such as a stroke, broken leg, hip replacement, etc., where the condition is expected to improve and mobility is restored to the level that it does not qualify for Paratransit service.
- 2. Conditional:** Customers who are able to take Fixed-Route service some of the time and need Paratransit some of the time. This level is customized to each person's abilities.
- 3. Unconditional:** Customers who do not possess the ability to travel on Fixed-Route service, and require Paratransit for any ride requests.



Eligibility Appeal Process

If you are not satisfied with your eligibility determination, you may appeal the determination within sixty (60) calendar days of the date on your eligibility determination letter. Your determination letter will provide you with information on the appeals process.

An appeal of your eligibility determination gives you an opportunity to present information and arguments regarding why you believe the determination is not correct. You can request an in-person appeal hearing to be held at Skagit Station. If you wish, you may bring someone with you to the hearing. Skagit Transit will provide transportation to and from the hearing if needed.

If you are unable to attend an in-person hearing, Skagit Transit can arrange a telephone hearing and will provide an interpreter for customers if needed.

Please submit your notice of appeal and any additional information to:

*Skagit Transit
Attn: Eligibility Appeals
600 County Shop Lane
Burlington, WA 98233*

Personal Care Attendants (PCA) are strongly encouraged to accompany individuals who require special assistance.

- If you require the assistance of a PCA and are not currently registered for a PCA, please contact the eligibility department.
- Your PCA rides free and travels from the same origin to the same destination.
- Skagit Transit's employees cannot serve as a PCA, with the exception of a titled Travel Trainer who is training an individual for independent travel.

A PCA is recommended under the following conditions:

- You are unable to be left alone;
- You are unable to travel independently beyond the door of the pick-up or drop-off location(s);
- You use a mobility device and must travel up or down more than one step;
- You are traveling on rough or uneven terrain, or any other condition that may present a safety hazard;
- You require supervision during transport on Paratransit.

For what purposes may Skagit Transit Paratransit be used?

Once you're approved for Paratransit rides, you may use the service for any reason. Skagit Transit Paratransit does not prioritize by ride purpose. Use the service to go to the doctor, shopping, visit friends or other destinations within the Skagit Transit service area.

When does Skagit Transit Paratransit operate?

Skagit Transit Paratransit operates the same hours as Skagit Transit's local, non-commuter Fixed-Route buses. Hours may vary depending on the schedule of service for the area routes. These hours are approximate:

Weekdays: 6am–9pm

Saturday & Sunday: 8am–6pm

(Saturday and Sunday services are limited; please call for service areas)

Skagit Transit paratransit does not operate on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Skagit Transit Paratransit will provide full service on Martin Luther King Jr.'s Day, President's Day, Easter, Veteran's Day, and the day after Thanksgiving.

Where does Skagit Transit Paratransit operate?

Skagit Transit Paratransit provides service within 3/4 mile of the Fixed-Route service. The level of service available to you will be determined by the review of your application and by the area in which you reside. You will receive a determination letter that will explain the level of service available to you within 21 days of receiving your completed application. In-person assessment or medical provider written input may be required to complete an application.

Do I have to transfer on Paratransit?

You may be required to transfer to a Fixed-Route transit bus for part of your ride. The Paratransit driver will assist you in meeting the Fixed-Route bus at predetermined locations. You are assured the same safe and courteous service on our Fixed-Route service as you receive on our Paratransit service.

Who can ride with me?

Skagit Transit Paratransit understands that you may want to travel with a friend or family member, need additional assistance from your Personal Care Attendant or wish to bring your service animal on board. Following the guidelines listed on the next page, we welcome you and your guest on board.

Personal Care Attendant (PCA)

A Personal Care Attendant is someone who travels with you and helps you if you are not able to travel alone or need assistance. If you need someone to ride with you, be sure to inform Skagit Transit on the application form. By doing this, we will automatically reserve a seat for your Personal Care Attendant when you use our Paratransit service. If not noted on your application, please tell the scheduler to reserve space for your PCA. Skagit Transit does not provide personal care services. Paratransit riders are permitted one personal care attendant (PCA). PCAs are not required to pay a fare when traveling with a paratransit passenger.

Companions

You may travel with a friend, family member or guest to your destination(s). More than one person may travel with you, as long as space is available on the vehicle. If you will have one or more persons riding with you, please let the scheduler know when you place your ride request. Companions must board and disembark at the same location with you. Companions will pay the paratransit fare for each direction when boarding.

Service Animals

Service animals are welcome on all Skagit Transit vehicles. Please inform the scheduler when you place your ride request if your service animal will accompany you. Small pets in approved carriers are also allowed on board as long as you are able to manage and maintain control of the pet and carrier.

Scheduling Your Ride

Paratransit is a shared-ride service that carries multiple customers to different destinations. It may not always be possible to schedule your trip at the exact time you requested.

When you request a ride, a scheduler will do their best to accommodate your request. The more flexible you can be about the time you request, the easier it is to serve a greater number of customers.

Trips are scheduled to allow for adequate travel time between stops. Travel times are designed to be comparable to our Fixed-Route service.

How Do I Schedule A Ride?

To schedule your ride, please call Skagit Transit Paratransit at (360) 757-4433 and press one (1) for scheduling, or e-mail pararide@skagittransit.org.

You can schedule your ride request up to seven (7) days in advance. We recommend you schedule your request as far in advance as possible.

Scheduling hours are 8:00AM-4:30PM daily.

Pick Up Window

When you schedule a ride, you will be given a 30 minute window of time. The 30 minute window applies to all scheduled rides. For example, if you schedule a 9am pick-up, the coach may arrive up to 15 minutes before (8:45am), or up to 15 minutes after (9:15am)

Once the driver arrives at a location in the pick-up window, the driver can only wait up to five (5) minutes after the vehicle arrives. To avoid delays, missed appointments, and no show penalties, please be ready to go when your vehicle arrives to pick you up.

Subscription Trips

If you are taking Paratransit service to the same place at the same time at least three (3) times a week, a Subscription Trip may be an option for you.

Once a Subscription Trip is scheduled, you will no longer need to call or e-mail scheduling with your ride requests. You will be automatically scheduled for your rides. However, you must remember to contact scheduling if you need to cancel a scheduled trip. Subscription Trips are meant to be long term with minimum changes and cancellations. If a pattern occurs of canceling ride requests, you may be removed from Subscription Trip status. For more information please contact our eligibility department at (360) 757-9191 or email custserv@skagittransit.org.

When you request a ride, be ready to give the following information:

- Your Paratransit ID Number
- Your name and phone number;
- The date and time of your ride;
- The complete address of your pick up location;
- The complete address and phone number of your destination;
- Your requested pick up or appointment time for your ride request;
- Use of mobility aid or life support equipment, such as a wheelchair and portable oxygen tank, etc.;
- Number of persons traveling with you;
- Use of a service animal or traveling with a small pet in an approved carrier;
- Special instructions or information for the driver to transport you;
- Your method of payment;
- And all of the above information for your return ride, if you require one.

Important facts to remember when booking a ride

- Your pick up time may be scheduled up to an hour earlier or later than your request; we group rides together and strive to provide safe and efficient service.
- The more flexible you can be about the day and time you request for your ride, the easier it will be for the scheduler to provide you with a ride.
- Ride requests must be scheduled at least 30 minutes apart from the scheduled drop off time and the next pick up time. When we drop you off, we cannot wait for you at your destination as we may have other passengers to serve.
- Unexpected delays occur for many reasons. Please inform the scheduler of your appointment time or desired time of arrival at your destination. It is important for Skagit Transit to allow adequate travel time. We are a shared ride service. It is also suggested when scheduling your return ride that you allow an extra 15 to 30 minutes. It is better to wait a few minutes than to miss your ride.
- Please, make ride requests only for the rides that you are certain you are going to take using the Paratransit service.

What if my situation changes?

Please contact us if you are discharged from a nursing facility as you may need to submit a new application to determine your eligibility for Paratransit services.

Please notify us when you have a change of address, conditions, and/or abilities as you may need to re-apply for paratransit services.

What if I need to cancel my ride?

You should always cancel a ride if you no longer need it. Your courtesy is greatly appreciated. Please call a Skagit Transit Scheduler as soon as you know that the ride is not needed. Even if you don't know until the day of the ride, it is still important to call and let Skagit Transit know of your change in plans as soon as possible. If you need to cancel more than one trip, be sure to tell the Skagit Transit Scheduler which trips to cancel.

Cancellation of rides are accepted:

Weekdays: 4:30am–9pm

Saturday & Sunday: 7:15am–6pm

(360) 757-4433

Hearing impaired please email pararide@skagittransit.org or dial 711

Please note: Skagit Transit drivers cannot schedule or cancel your rides for you.

Therefore, you need to contact a Skagit Transit Scheduler directly.

What if my appointment is running late?

If your appointment is running late and there is a chance you will not be ready at your scheduled time, please call Scheduling as soon as possible. They will note that a time adjustment is pending. Upon finishing at your appointment, contact Skagit Transit dispatch and they will help you schedule your return trip.

What is the criteria for denial or suspension of service?

Behavior which presents a danger to the health or safety of other customers or Skagit Transit employees. Such behavior includes conduct that is violent, seriously disruptive or illegal and may result in immediate suspension.

No-Shows & Late Cancellations

No-shows are when you are not present or ready to leave within 5 minutes of the scheduled pick up time. Late cancellations are when you cancel your ride less than two (2) hours before your ride was to be provided. A pattern of no-shows and late cancellations equal to or greater than 30% of trips in a calendar month could result in a suspension of service.

What are the customer's responsibilities?

As a Skagit Transit Paratransit customer, you have responsibilities to use the service appropriately for the sake of your fellow

customers. If one customer disrupts service due to inappropriate use or unrealistic expectations, service to others is affected. For the comfort and safety of our passengers and drivers, Skagit Transit requests the following of all passengers:

- Be ready at least 15 minutes before your scheduled pick up time. If the driver arrives and you are not ready, the driver will wait **NO MORE THAN** 5 minutes.
- The pick up area for the Paratransit service needs to be safe and easy to access. Skagit Transit requires an obstruction-free approach and sufficient turn-around area for its vehicles. Otherwise, Skagit Transit may need to pick you up and drop you off at another safe location.
- Skagit Transit assumes you are able to travel independently from your curb to the Skagit Transit Paratransit vehicle and from the vehicle to your destination.
- If you need additional assistance, please make your own arrangements for the level of assistance you need. If you need assistance into your home, please make arrangements prior to each ride to have someone help you into your home. The drivers are not allowed to enter private residences for any reason.
- If you are traveling to a large building, complex, or mall, a

predetermined outside entrance will be used for your drop off location. From that point, you are required to travel without assistance from the Skagit Transit Paratransit vehicle to and from your final destination. You will be picked up at the same point at which you were dropped off unless otherwise requested.

- All personal belongings such as medical records, lunch boxes, etc., which do not require securement, must be kept in the customer's possession at all times.
- Please cooperate with the drivers and follow their instructions. Distractions must be kept to a minimum for safety's sake.
- Please maintain your personal hygiene within acceptable standards as to not cause discomfort to other passengers.
- Please comply with all safety rules, including no smoking, eating or drinking on Skagit Transit vehicles. Firearms or other weapons, hazardous chemicals, flammable liquids, explosives, acid or other materials likely to cause harm are also forbidden. Your cooperation in making our service as convenient and comfortable as possible is appreciated.
- If you move to a new address, change apartments, or change your phone number or an emergency

contact number, please inform Skagit Transit's eligibility department as soon as possible.

- Skagit Transit no longer offers hand-to-hand service. It is the responsibility of the caregiver, service provider, or guardian to make such arrangements.

It is the rider's responsibility to provide an assistant for his/her special needs.

Drivers may not leave the immediate vicinity of their vehicles to provide assistance to passengers in their homes, doctors' offices or other buildings.

For service updates and rider information, please visit www.skagittransit.org or follow us on Twitter.

Skagit Transit Customer Service is located at 105 E. Kincaid Street, Mount Vernon.

Customer Service Hours:

Monday–Friday: 8:30am–11am
and 12pm–4:30 pm

Facts you need to know about mobility aids, wheelchairs and life support equipment

- You are required to wear the safety belts provided, including customers in wheelchairs and scooters. For your safety, wheelchair securements installed in the vehicles must be used.
- If you use a mobility aid, wheelchair or scooter, it must be in safe working order.

- Your wheelchair may be considered unsafe if:
 - » The wheels or other parts are loose or dangerous.
 - » The tires are flat.
 - » The battery on an electric wheelchair is dead and the chair cannot be moved without extreme effort by the driver. If your mobility aid, wheelchair or scooter is unsafe to transport, you may be denied transportation. Please inform Skagit Transit in advance if you are having problems with your mobility aid.
- If you use a manual wheelchair, please provide an attendant if you require assistance over rough terrain or steep slopes. Skagit Transit drivers are only to provide assistance once you are off the vehicle to the closest door while remaining in sight of the vehicle. The DOT ADA regulations' definition of a wheelchair does not include a requirement for brakes or any other equipment. A transportation operator may not deny transportation to a wheelchair user because the device does not have brakes or the user does not choose to set the brakes.
- Our lifts can accommodate wheelchairs up to 30 inches wide, 48 inches long and up to 600 pounds in weight when occupied. If you

have a wheelchair that exceeds these dimensions and weight, please indicate it on the application form. We will do our best to make our service available for you.

- If you use a wheelchair or other mobility aid and have steps and/or a ramp at your residence or destination, you should arrange for someone, other than a Skagit Transit driver, to assist you up and down the steps.
- You may ride in an electric power scooter on our vehicles. However, we prefer that you transfer to a seat, for your safety as well as that of your scooter and other passengers.
- Skagit Transit will transport individuals with portable medical equipment, such as oxygen, respirators, etc. If you are unable to manage the equipment on your own, please have someone accompany you to provide the extra assistance you need. For the safety of yourself, your equipment and other passengers, the equipment must be secured while the vehicle is in motion.
- A Paratransit customer and their mobility device must fit on the lift and fit into the wheelchair securement area.
- Paratransit drivers will not operate or maneuver power wheelchairs or scooters.
- Only the Paratransit driver is permitted to secure and unsecure mobility aids.

- The Paratransit driver must secure all walkers and shopping carts. Items must be inside the cart, and not hanging from the cart.

Seatbelts

- For safety and security, all clients, guests and PCAs are required to wear seatbelts and remain seated with their seatbelts secured during transport.
- Skagit Transit recommends that customers in mobility devices wear a shoulder belt provided by Skagit Transit.

Paratransit Operators

- The operator's first responsibility is the safety and security of all the customers and the vehicle.
- Minimize operator distractions. In order to help the operator focus on their driving, please limit the conversation to questions or concerns about your trip.
- Operators, whenever possible, are encouraged to stay within sight of the vehicle. However, this is not always possible. Please be advised you may be left alone on the Paratransit vehicle when the operator assists other customers.
- Operators are not permitted to wait while you complete a quick errand.
- Operators cannot accept tips. However, they do appreciate positive feedback!

Other tips for good service

- Limit your grocery bags (and/or packages) to three (3) bags per ride. Drivers may help you carry your packages or bags of groceries if they can be safely handled while providing assistance to you getting on to and off of the bus.
- Extra large, heavy, bulky or odd size items may not be transported on our vehicles. Please arrange for a delivery service, family or friends, or a volunteer agency to help you transport such items.
- Please keep all personal belongings with you on the vehicle. Please check for your belongings when leaving the vehicle.
- If an item is lost, please contact Skagit Transit's Customer Service department. We are not responsible for returning lost items. All lost and found items are stored for 30 days and then disposed of if unclaimed.

What happens when the roads are snowy or icy?

During inclement weather, Skagit Transit reserves the right to limit or stop service in the event that road conditions become hazardous and unsafe. We may have to cancel or reschedule rides. When we have to reduce our service due to poor weather conditions, please consider canceling or rescheduling rides that

are not essential. Check Skagit Transit's website at www.SkagitTransit.org and Twitter for operational changes. Also, listen to radio stations for updates on the status of our Paratransit service.

Local Radio for Snow Service Updates:

- KAPS Radio, 660 AM
- KBRC Radio, 1430 AM
- KSVR Radio, 90.1 FM

Travel Training Program

After reviewing the information found in this guide, you may have found that the Skagit Transit Paratransit service is not for you. If you think you may be able to ride Skagit Transit's Fixed-Route bus service but do not know how—we can help!

You may qualify to ride both Fixed-Route and Paratransit services. Note: if you're close to an accessible stop near your home, you may ride Fixed-Route bus service to a grocery store. Grocery weight may exceed your capacity to carry; then Paratransit can be used for transport of yourself and groceries to a home location.

We have created a program that is designed to meet your specific needs in learning how to use the Fixed-Route buses. We will teach you how to get on and off the bus, request a stop, use the lift and how to read a schedule. This may be the perfect program for you! If you are interested, please contact Skagit Transit's **Travel Trainer** at (360) 757-9191 or email custserv@skagittransit.org.

If you are visiting us

If you visit Skagit County and are unable to use the Fixed-Route transit bus due to a disability, you may use Skagit Transit Paratransit for up to 21 calendar days. After 21 days, we will ask you to complete a Skagit Transit Paratransit application form.

If you move away

If you move away from Skagit County or do not need the service any longer, please notify us. We will remove your name from our mailing list.

Your comments are welcome!

We appreciate your comments, concerns, compliments, suggestions, and complaints. Your feedback is important to us.

Please contact our Customer Service Representative at (360) 757-4433 or email custserv@skagittransit.org and inform them as to why you are calling. Please be specific and include the following information:

- Your name, address and phone number
- Date, time and location of the occurrence
- The Skagit Transit vehicle number and driver's name
- Your compliment/suggestion/complaint

The Customer Service Representative who takes your call will collect the above information and forward it to Skagit

Transit's Operations Manager. If further action or follow up is needed, a supervisor may contact you for additional information.

If you have a specific service issue or question, please contact Skagit Transit Customer Service. If a Customer Service Representative is unable to answer your question or address your concern, please contact an Operations Supervisor.

You may also write to Skagit Transit at:

Skagit Transit

Attn: Operations Manager

600 County Shop Lane

Burlington, WA 98233

Senior and Disabled Fare Permit/I.D.

People age 65 and older and persons with disabilities are eligible to purchase a Regional Reduced Fare Permit. A laminated Regional Reduced Fare Permit is available for \$3 from any Puget Sound transit agency. The permit is also valid on the Washington State Ferries. *The permit is required on most transit systems in order to pay a reduced fare.*

You may also choose to receive a free Skagit Transit Reduced Fare ID Card. This card can be requested at the Customer Service Office at Skagit Station and may be used to ride Skagit Transit Fixed Route buses at a reduced rate. You may purchase fare passes at a reduced price on the Fixed-Route

buses, at the Customer Service Office at Skagit Station in Mount Vernon, or at:

*Skagit Transit
600 County Shop Lane
Burlington, WA 98233*

Hearing Impaired Contact Options

If hearing impaired, email pararide@skagittransit.org or call 711 and inform operator to connect call to (360) 757-4433. You can:

- Schedule a trip request
- Confirm trip date & pick up times
- Cancel a trip

Send suggestions, compliments, or complaints to:

*Skagit Transit
600 County Shop Lane
Burlington, WA 98233*

Skagit Transit hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and related amendments, statues and regulations in all Federally funded programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, creed, sex, age or national origin, and other protected classes as required by law, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Skagit Transit has received Federal financial assistance.

Any person, individually or as a member of any specific class of persons (including legally protected classes as required by law), who believes that they have been subjected to discrimination on the basis of race, color, creed, sex, age or national origin may file a complaint with Skagit Transit. A complaint must be filed within 180 days after the date of the alleged discrimination. Discrimination Complaint Forms may be obtained at no cost to the complainant by calling (360) 757-8801 or Dial 711.



**SKAGIT
TRANSIT**

Customer Service

(360) 757-9191

custserv@skagittransit.org

Hearing-impaired dial 711

www.SkagitTransit.org