Traveler Resources Quick Reference Guide

These contacts will get you connected with useful information and travel resources.

Where can I get help with transit service or questions?

Transit Agency	Customer Service Phone	Customer Service Email	Customer Service Hours
Clallam Transit	360.452.4511	frontdesk@clallamtransit.com	M-F, 9:00 am – 4:00 pm
Jefferson Transit	360.385.4777	custserv@jeffersontransit.com	M-F, 8:00 am – 4:30 pm
Kitsap Transit	360.373.2877	kitsapride@kitsaptransit.com	M-F, 6:00 am – 7:00 pm Sa-Su, 8:00 am – 4:00 pm
Mason Transit	360.427.5033		M-F, 8:00 am – 5:00 pm

Remember: Customer Service representatives are your best resource if you're not sure where to find the specific information you need or who you need to talk with.

Where can I learn how to use transit services and plan trips?

Knowing how to use transit opens doors to greater independence and mobility and can lower household travel costs. **Travel Training** programs and resources help people gain the skills they need to be confident riders. From reading schedules to planning trips, using online apps to track vehicles, practice with boarding and requesting stops, transferring to other systems for long-distance trips, even traveling with small children or a bike, help is available. Arrange travel training for one person or a group. Best of all, it's totally free!

Transit Agency	Travel Training Resources	Call for Support
Clallam Transit	https://www.clallamtransit.com/traveltraining	360.452.4511 ext. 7319
Jefferson Transit	https://jeffersontransit.com/239/Travel-Training	360.385.3020 x121
Kitsap Transit	https://www.kitsaptransit.com/rider-resources/travel-training	360.377.2663
Mason Transit	https://masontransit.org/traveltraining/	360.463.1076

Did you know... Clallam Transit, Jefferson Transit, and Mason Transit are all fare-free and Kitsap Transit fares are nominal. Coordinated system transfers mean people can travel all around the region for free or very low cost.

Where can I find information about bus routes and schedules?

Service Provider	Route Maps and Schedules
Clallam Transit	https://www.clallamtransit.com/routes
Jefferson Transit	https://jeffersontransit.com/178/Routes-Schedules
Kitsap Transit	https://www.kitsaptransit.com/rider-resources/system-map
Mason Transit	https://masontransit.org/busschedules/

Note: Each agency offers a variety of fixed-route and on-demand services to meet needs across their service areas.

Where can I get information about transit ADA-paratransit services?

Transit Agency	Program Name	Program Information & Resources Page
Clallam Transit	Clallam Connect	https://www.clallamtransit.com/clallamconnect
Jefferson Transit	Dial-a-Ride	https://jeffersontransit.com/171/Dial-A-Ride
Kitsap Transit	ACCESS	https://www.kitsaptransit.com/access-and-vanlink/access
Mason Transit	Dial-a-Ride	https://masontransit.org/dialarideservice/

Good to know: Each agency has its own policies regarding scheduling and reservations, hours, and service areas. All but Mason Transit require eligibility determination prior to scheduling the first ride.

Who do I contact for help with Medicaid-eligible travel?

Paratransit Services is the designated Medicaid transportation broker for a nine-county region, arranging non-emergency medical transportation and other travel assistance for qualified individuals. A client Medicaid or Applehealth ProviderOne number is required.

Paratransit Services Resources	
NEMT Medicaid Transportation Information: https://www.paratransit.net/nemtbrokerage	
Online Reservations and Service Request Portal: https://www.wanemt.com/	
Schedule a ride from Clallam or Jefferson County	800.756.5438
Schedule a ride from Kitsap County	360.377.7007 or 800.756.5438
Schedule a ride from Mason County	800.846.5438
Medical Providers Phone Line	855.553.0355

Note: Call center hours for reservations are Monday-Friday from 8:00 am – 5:00 pm

How can I get to the Puget Sound ferries from North Olympic Peninsula?

Service Provider	Route Name	Route and Schedule Information
Clallam Transit	The Strait Shot	https://www.clallamtransit.com/route123
Jefferson Transit	Kingston Express	https://jeffersontransit.com/165/14-Kingston-Express
MTRWestern	Dungeness Line	https://dungeness-line.com/

Note: The Dungeness Line continues on to SeaTac Airport via Seattle; fares are based on pick-up / drop-off points. Fares for The Strait Shot are $10 while the Kingston Express is fare-free.

Where can I get information about travel options other than transit?

Travel Information Resource	Website Resources
Olympic Connect Resource Directory (Clallam, Jefferson, Kitsap)	https://olympicconnect.org/resource-directory/ Look under the Transportation Services category
LMT Area Agency on Aging (Lewis, Mason, Thurston)	https://lmtaaa.org/transportation
WA 2-1-1 (WA State)	https://wa211.org/ or call 211
PRTPO Inventory of Transportation Services	https://prtpo.org/hstp-transportation-inventory

Did you know… Peninsula Regional Transportation Planning Organization maintains an inventory of service providers including a brief summary of services offered and links for more information. This includes specialized transportation for seniors and tribal elders, Indian wellness centers and health clinics, services for low-income residents and more. Follow the PRTPO link just above for more information.

Where can I get information about commuter vanpools and work trips?

Transit Agency	Program Name	Program Information
Clallam Transit	Rideshare	https://www.clallamtransit.com/rideshare
Kitsap Transit	Vanpool	https://www.kitsaptransit.com/vanpool
Kitsap Transit	Carpool	https://www.kitsaptransit.com/carpool
Kitsap Transit	Worker/Driver Bus	https://www.kitsaptransit.com/service/workerdriver-buses
Mason Transit	Worker/Driver Program	https://masontransit.org/workerdriver/

Note: The Worker/Driver bus program is operated in cooperation with the Puget Sound Naval Shipyard and SubBase Bangor, for employees working at those two sites.