

RIDER NEWS

For information, contact Customer Service at **360.786.1881** or visit intercitytransit.com

September 2021

Apply now to Serve on the Community Advisory Committee



The Intercity Transit Authority (ITA) is seeking civically-minded individuals to serve on the Community Advisory Committee (CAC) for a three-year term.

As a member of the CAC, you'll join the 20-person advisory group that provides input to the ITA on local public transportation issues. Members of the committee represent a cross-section of the community and must live within our Public Transportation Benefit area to apply.

The committee meets the third Monday of each month at 5:30 p.m. Meetings are currently being held virtually only. To apply for the CAC please visit intercitytransit.com or call 360-705-5857. Completed applications are due by Oct. 8, 2021 and can be mailed to CAC Attn: Nancy Trail, P.O. Box 659, Olympia, WA 98507, placed in our vanpool payment dropbox located at 526 Pattison St. SE in Olympia, or emailed to ntrail@intercitytransit.com.

For more information about the CAC please visit intercitytransit.com/agency/community-advisory-committee or contact Nancy Trail at ntrail@intercitytransit.com or 360-705-5857.

Service Changes Coming Sept. 19, 2021



Our upcoming service change adds more service to accommodate your transportation needs. Weekday service on

most routes will begin at or before 6 a.m. to help riders get to work. Once these changes are effective, weekday and weekend service will be 76 percent and 95 percent of our pre-COVID-19 service levels, respectively.

Service Details:

- **Earlier service:** Service will begin on most routes at or before 6 a.m.
- **Route 13:** Frequency will increase from 30 minutes to every 15 minutes.
- **Route 60:** Service will be provided on Martin Way between Ensign Rd. and Lilly Rd. rather than on Ensign Rd.
- **The ONE:** The ONE will go back to its original design as a service for weekday commuters, with service provided during peak commute hours. Service will be every 15 minutes on weekdays from 7:15 to 9:30 a.m. and from 1:30 to 6:20 p.m.

Schedules will be available Tuesday, Sept. 7 at intercitytransit.com/servicechanges. Beginning Sunday, Sept. 19, the schedules will be available at intercitytransit.com/bus/routes.

Intercity Transit's Customer Service is available daily from 7 a.m. to 6 p.m. to assist customers. Contact them by phone at 360-786-1881 or email customerservice@intercitytransit.com.

We continue to work on providing more bus service on our journey to recovery. Reintroducing service requires having enough operators available to drive. We look forward to resuming our previous service levels as much as you do. We know this continues to be a challenge and we appreciate your patience.

Federal Mask Order Still in Place



The Federal Mask Order remains in place and has been extended at least through Jan. 18, 2022. The order requires everyone to wear proper face masks while riding transit, planes, trains, ferries, and inside any transit building.

We will continue to update passengers on any changes to the requirement.

Customer Service at the Olympia Transit Center Temporarily Closed

Due to temporary staffing challenges, Customer Service at the Olympia Transit Center is closed and is tentatively scheduled to reopen on Monday, Sept. 13. During the closure, the lobby and restrooms are open to customers.

Customer Service staff continues to answer questions and provide assistance by phone at 360-786-1881 or email at customerservice@intercitytransit.com. They are available daily between 7 a.m. and 6 p.m.

Enhanced Website Coming Soon

Over the last year we have been working to make our website easier for you to use. The input you provided guided us as along the way—thank you!

What you can expect:

- **Better navigation:** We've reorganized our website so it's easier to find what you're looking for.
- **Easier access to trip planning and route details:** We've moved the trip planner and access to route information to the home page.
- **More detailed schedules:** We've included all stops on our schedules so you can better plan your arrival and departure times.
- **Improved mobile experience:** Most riders use our website on a phone or tablet.

We've redesigned our mobile experience to make it easier for you to navigate regardless of how you access our website.

You'll see these changes on Monday, Sept. 27.

As you're using the site, please tell us if there are features you'd like to see by visiting intercitytransit.com/contact. We'll continue to improve the site each year.

Take The One for the Fastest Route Across Town



The One is a limited-stop service operating weekdays, every 15-minutes, from 7:15 to 9:30 a.m. and 1:30 to 6:20 p.m.

The One provides travel between Lacey and west Olympia in less than half the time of other routes.

Look for The One signs at existing bus stops.

The One is designed to keep you moving:

- There are only 8 stops along the route.
- No bikes help speed up service.
- No need to pull the cord. Buses stop at each designated stop along the route.

For more information visit intercitytransit.com/theone.

Get Free Work-Related Transportation from Village Vans



Intercity Transit's Village Vans provides free employment-related transportation for low-income individuals in the Olympia, Lacey and Tumwater areas, as well as

driver training and job skills development for anyone hoping to increase their work readiness.

Transportation services include getting people to work, job interviews, job training sites and to childcare centers. The service is provided Monday through Friday from 7:30 a.m. to 5:30 p.m.

To find out if you're eligible to use the transportation service, call 360-705-5840. Visit intercitytransit.com/villagevans for more information about the program.

Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.

For questions, or to file a complaint, contact Intercity Transit Customer Service at 360-786-1881 or by email to TitleVI@intercitytransit.com.