

RIDER NEWS

For information, contact Customer Service at **360-786-1881** or visit intercitytransit.com

February 2020

Ridership Increases 19.8 Percent!

In the first month since the implementation of the zero-fare demonstration project, ridership has increased 66,329 boardings as compared to ridership during the same time period last year. That is an increase of 19.8 percent!

Throughout the five-year demonstration project, we will evaluate and measure the success of zero-fare by assessing if eliminating fare collection on buses has increased access and ridership and reduced travel times. The success of the demonstration also depends on our community's positive experiences while riding the bus. You can share by emailing tellus@intercitytransit.com, visiting intercitytransit.com/contact, on Facebook (@intercitytransit), or Twitter (@intercitytransi).

Don't forget to tell your friends and family about zero-fare! It has never been easier to "just get on and go!"

Additional information about zero-fare service and how the Authority reached this decision is at intercitytransit.com/zerofare-faqs.

ZERO-FARE

JUST GET ON AND GO!

Respect the Ride



Whether you're a new rider or a seasoned veteran, there are a few things to keep in mind while riding Intercity Transit. We want to ensure all passengers are safe and comfortable while riding.

Follow these tips to ensure your next ride goes smoothly:

- Wait for passengers to exit the bus from either the front or rear door before boarding. To help speed up service, we offer rear door boarding where and when it is safe to do so (determined by the driver).
- To ensure the driver can deploy the ramp if necessary, please wait to board the bus.
- Only bring with you what you can carry in one trip. Generally, this means no more than four shopping bags of items. Carts are allowed, but must be collapsible and kept out of the aisle.
- For your safety and the safety of those around you, sleeping is not allowed on the bus. If the bus makes a turn or sudden stop, you could be thrown from your seat and injured.
- If you're transferring to another bus and your connection is tight, let your driver know as soon as possible. They will tell the connecting driver to wait for you for up to three minutes past the scheduled departure time if a connection is possible.
- Cell phone conversations and personal electronics should not be loud enough to be overheard by other passengers.
- You need to have a destination. Intercity Transit allows passengers to ride one complete route loop. Riding continuously is prohibited.

If you have questions or want help learning how to navigate the bus system, call Travel Training at 360-705-5879 or email traveltraining@intercitytransit.com to schedule a free session. For more tips on riding the bus, visit intercitytransit.com/how-to-ride.

Be Confident Riding the Bus with Travel Training and Bus Buddies

Intercity Transit has two free programs that can help you ride the bus, giving you the confidence and skills to travel independently, safely and confidently.

Travel Training

Intercity Transit's Travel Training Program provides self-paced instruction to help passengers become familiar with riding the bus. Travel Training is customized to meet the needs of each customer.

To schedule your free Travel Training session, call 360-705-5879 or email traveltraining@intercitytransit.com. For more information about the program visit intercitytransit.com/how-to-ride/travel-training.

Bus Buddies

The Bus Buddy Program pairs experienced bus riders with people who want a little extra help riding the bus. The program provides free, one-on-one assistance with the goal of giving you enhanced mobility, increased independence and improved quality of life.

For more information about the program or to schedule a Bus Buddy to assist with your travels, call 360-688-8832 or busbuddies@intercitytransit.com. For more information about the program visit intercitytransit.com/how-to-ride/bus-buddies.

New Service in Northeast Lacey Effective March 22, 2020



Effective Sunday, March 22, 2020, a new bus route will serve northeast Lacey.

Route 65: Hawks Prairie, will operate seven days a week and deliver service from the Lacey Transit Center to neighborhoods and employment centers along Britton Parkway,

Willamette Dr., 41st Ave., and Hogum Bay Rd.

Expanding bus service to northeast Lacey is one of the elements of Intercity Transit's Long Range Plan and was made possible with the passage of *Proposition 1* in November 2018.

Route 65 is one of several improvements being made this spring—additional changes taking effect on March 22, 2020 include updated schedules on Routes 48, 62A, 62B, 66, 68, and 612.

Intercity Transit considers changes to routes and schedules twice each year in March and September.

For more information about Route 65 and other upcoming adjustments to service, visit intercitytransit.com/servicechanges or call Customer Service at 360-786-1881.

Ride The One and Experience the Difference



Travel between Lacey and west Olympia in half the time when riding **The One** demonstration route. Buses will run every 15 minutes Monday through Friday, from 5:30 to 9:30 a.m. and 3 to 6:30 p.m. Look for **The One** signs at existing bus stops.

There's no need to pull the cord. Buses will stop at designated stops along the route. Passengers can use the front or rear doors to enter and exit the bus.

The One is designed to keep you moving:

- Fewer stops.
- Front and rear door loading and unloading.
- No bikes.

For more information visit intercitytransit.com/theone.

Winter Bicycle Commuter Challenge

Ready to try biking to get around, even in winter? The winter Bicycle Commuter Challenge (BCC) runs all February with weekly prize drawings!

The winter BCC is for anyone biking in winter for practical purposes within Thurston County. To participate, create an account at bcc.intercitytransit.com (or log in to your existing account) and enter the miles you ride each day.

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 TitleIV@intercitytransit.com.