

# RIDER NEWS

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

March 2017

## March Service Update: Effective March 12, 2017



### Olympia/Tumwater:

- Route 12: Weekday trips will leave the Olympia Transit Center five minutes earlier (at :00 and :30) to improve on-time performance and transfers (page 23, Transit Guide).
- Route 13: Weekday trips will leave the Olympia Transit Center five minutes later (at :05, :20, :35, and :50 past the hour) to improve on-time performance and transfers (page 27, Transit Guide).

- Routes 43 and 68: Trips will leave Tumwater Square one minute later to improve transfer connections. Route 68 trips will also leave Timberline High School (Lacey) one minute earlier (page 41-42 and 81-83, Transit Guide).

### Tacoma:

- Route 620 at Tacoma Mall Transit Center: Due to several changes in Pierce Transit's service, our bus stop will be moved to Bay L (on-street pull out). Look for the Intercity Transit bus at the front of the zone.

### Public Comment Invited: Express Routes ST 592 and 609

Intercity Transit's demonstration service for the extension of Sound Transit Route 592 (Olympia to DuPont with continuing service to Seattle) and Intercity Transit Route 609 (providing service between Tumwater and Lakewood) is coming to a close. State grant funds for these two demonstration routes, which began in late 2013, will end June 30, 2017.



Intercity Transit wants to hear from you about the completion of this demonstration service, how these changes might impact your use of Intercity Transit services, and gather information on possible future adjustments to our Olympia Express service. The public is invited to comment and/or attend a public hearing at our Transit Authority meeting scheduled for **Wednesday, April 19, 5:30 p.m.**, at **526 Pattison St. SE, Olympia**. If you need special accommodations at the hearing, please call **360-705-5860** at least three days prior to the meeting.

### Other Ways to Comment

If you cannot attend the public hearing you can provide comments by:

- Email: [tellus@intercitytransit.com](mailto:tellus@intercitytransit.com)

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- Comment line: **360-705-5852**
- Mail: Public Comment - Intercity Transit,  
**PO Box 659, Olympia, WA 98507**

All comments must be received by **4 p.m. April 19, 2017** to be considered.

### **Service Background and a Future Funding Option**

These demonstration routes were funded to evaluate market feasibility and need for new Express service from Tumwater and Olympia to regional bus and rail connections in Pierce County and Seattle. Without state funding neither route would have occurred. Unfortunately, the routes have not performed well. While we have adjusted schedules, surveyed riders and promoted the service, ridership has averaged under seven riders per trip for Route 592 and fewer than five riders for the majority of Route 609 trips. This ridership does not meet minimum service standards nor is Intercity Transit's current operating budget sufficient to continue operating them without grant funding.

There is some positive news. We have applied for new state grant funds that, if awarded, will be used to specifically fund additional trips on

Route 612, service between Olympia/Lacey and Tacoma/Lakewood. Some of these new trips are similar to Route 609 trips that had better than average ridership on them. This could lessen the impact of the service reduction. If these new grant funds are awarded the new trips could be added to the schedule as early as July 2017.

No additional grant funding is available for Sound Transit Route 592 extension, service between Olympia/Lacey and DuPont/Seattle. Sound Transit will continue to operate ST 592 service between DuPont/Lakewood/Seattle.

### **Where can I find more information?**

If your commute is impacted by these changes we encourage you to contact Intercity Transit so we can customize a solution for your commute. We invite you to contact staff to review your transportation options including bus, ride matching and vanpools (360-786-8800). More detailed information about the proposed changes will be posted on our website, [intercitytransit.com](http://intercitytransit.com), after **March 6, 2017**. Copies will be available at **Customer Service, Olympia Transit Center (360-786-8585)** or at our **business office, 526 Pattison St SE, Olympia, WA (360-786-8585)**.

## **National Transit Driver Appreciation Day Thank Your Driver!**

Throughout their day, transit drivers manage their schedule, give directions, answer questions, reliably drive you where you need to go, and so much more. They safely maneuver the bus through unpredictable traffic and potential inclement weather. Our drivers get over 13,000 passengers safely to and from their destinations every day. Transit drivers don't have an easy job, they just make it look that way.

Join us March 16 to celebrate our hard-working bus drivers.

This could be as simple as a smile and a wave when you board the bus and a "thank you" when you leave. You can also share your appreciation on our Twitter, **@intercitytransi**, or Facebook, **Intercity Transit**, and use **#tdad**. There will also be thank you cards for you to write a nice note to your favorite driver at our Customer Service office starting March 1. Visit our website, [intercitytransit.com](http://intercitytransit.com), for more details.



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Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its transit 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.

For questions, contact Intercity Transit's Title VI Officer at 360-705-5885 or [ephillips@intercitytransit.com](mailto:ephillips@intercitytransit.com).