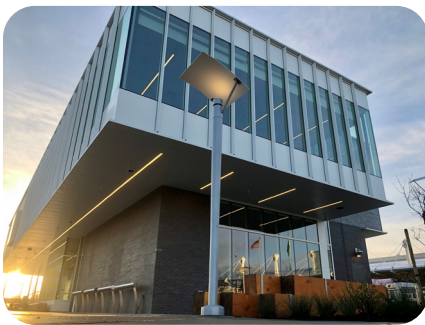


RIDER NEWS

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

June 2021

Customer Service at the Olympia Transit Center Open



Intercity Transit's Customer Service at the Olympia Transit Center is open to the public again. Customer Service staff are available in-person and by phone to

assist passengers daily from 7 a.m. to 6 p.m.

Staff are available in the new building located on Franklin Avenue to answer questions and provide service-related assistance. To access Customer Service and amenities such as restrooms, please use the entrance closest to the Olympia Transit Center platform and use the crosswalk to safely cross the transit lane. While in the building, please maintain proper social distancing.

Greyhound will continue to provide service on Olympia Avenue, but bus tickets are currently only available for purchase online. Greyhound bus tickets and package shipping services will be available from the transit center lobby in the fall. If you have questions about Greyhound service, please call them at 214-849-8966.

Masks are required to ride public transit and at all transit properties as required by State and Federal mandates. The Federal Mask Order that applies to masking on public transit and related properties remains in place at least through Sept. 13, 2021. We will continue to keep passengers informed of any changes to the requirements and appreciates your continued cooperation.

Public Comment Invited on Draft Transit Development Plan



Intercity Transit invites public comment on its draft 2020 Annual Report and 2021-2026 Transit Development Plan (TDP). The draft Annual Report summarizes events that affected delivery of transit services within Thurston County's Public

Transportation Benefit Area (PTBA) over the last year. The document also projects changes in local transit services over the next five years based on facts and forecasted trends. The TDP complements Intercity Transit's adopted Long Range Plan and Strategic Plan, which guide expansion of service, future service designs, capital facilities, equipment, agency policies, and other key business strategies.

The comment period is from June 3 – June 16, 2021. The comment period will culminate with a public hearing on Wednesday, June 16, 2021 at 5:30 p.m. The public hearing will be held remotely according to public meeting guidance of Safe Start Washington: A Phased Approach to Recovery. Public comment may be provided at the hearing, by phone or other remote means. Visit intercitytransit.com for details on how to provide comment at the hearing.

If you need special accommodations to participate in the hearing, call 360-705-5808 at least three days prior to the meeting.

Copies of the draft Transit Development Plan are available at intercitytransit.com/agency/plans-publications-fact-sheets, by emailing customerservice@intercitytransit.com or calling 360-786-1881.

Other ways to comment

If you cannot provide public comment during the meeting, you can provide comment by:

- **Email:** tellus@intercitytransit.com
- **Phone:** 360-705-5852
- **Mail:** Intercity Transit – Attn: TDP
P.O. Box 659
Olympia, WA 98507-0659

All written comments must be received by 4 p.m. on June 16, 2021 to be considered.

Service Changes Coming: June 13, 2021



Our upcoming service change will add more service to accommodate your transportation needs. Service will be added

to Route 48 and other schedule adjustments will be effective on June 13, 2021. These changes will increase Intercity Transit's bus service to 67 percent of our pre-COVID-19 weekday service levels.

Upcoming Changes:

- **Increased frequency:** Route 48 will have trips added, increasing frequency from every 60 minutes to every 30 minutes.
- **Schedule adjustments:** Routes 12, 48, 62A, 62B, 65 and 68 will all have schedule adjustments.

Schedules are available at intercitytransit.com/servicechanges. Beginning July 13, schedules will be available at intercitytransit.com/bus/routes.

While the changes won't bring service back to our pre-COVID-19 levels, we continue to work toward providing our previous level of service, while following the Thurston County Health Department's recommendations to help stop the spread of COVID-19 in our community.

Our planning, operations and human resources teams are working to determine when we will have enough drivers to reinstate our Express service to the SR-512 Park and Ride. When we have a firm date and other service information to share, we will continue to post that and other updates to intercitytransit.com, on Facebook and on Twitter.

Walk N Roll Partners to Provide Free Bike Helmets for Youth in Need



Intercity Transit's youth education program, Walk N Roll, is partnering with Safe Kids Thurston County, the Traumatic Brain

Injury Council, City of Olympia, and Target Zero to provide a limited number of bike helmets to Thurston County youth in need. If your child doesn't have a bike helmet, and purchasing one would create a hardship, come pick-up a free helmet at one of the following locations:

- Garfield Elementary School (by the play shed) Tuesday, June 15 from 2 p.m. to 5 p.m.
- Roosevelt Elementary School (by the play shed) Thursday, June 17 from 2:30 p.m. to 5:30 p.m.

For more information visit Safe Kids Thurston County's website at <https://ccacwa.org/parents/safe-kids-thurston-county>.

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.