

RIDER NEWS

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

January 2022

Improving Technology to Serve you Better

Intercity Transit is enhancing the technology we use to provide real-time information about our buses to applications such as OneBusAway, Google Maps and Transit. As we implement these changes, these apps will not receive or display real-time information from all our buses, which means you will not see complete information temporarily. These enhancements are expected to be complete by late spring.

You can continue to rely on our website during this enhancement. We look forward to providing riders more immediate real-time information when the project is complete. We appreciate your patience as we work toward serving you better.

Cutting Waste, Adding Efficiencies: Moving to Digital Schedules



Until recently, Intercity Transit printed thousands of Transit Guides each year. We found during the pandemic, that digital schedules were more effective at conveying up-to-date information to our customers, allowing us to

respond more quickly to changing circumstances. It has also reduced waste, cut cost and allowed staff to focus on sharing real-time information.

With our December service change, we began a transition toward not printing schedule books.

In support of this effort, we improved our website to make it more user-friendly and provide you more detailed information. We will continue to improve the website and focus on providing more real-time

information in the coming year.

If you need assistance using the digital version, contact Customer Service at 360-786-1881.

If you need printed schedules and maps, you can access them for each route on our website. Here's how:

1. From the routes page (intercitytransit.com/plan-your-trip/routes), select the route you want to print a schedule for and click on the "View Route" button.
2. When you are on the route page you want to print a schedule for, click on "Printable Schedule." This will load a PDF of the most current schedule for your route.
3. Click on the printer icon at the top of the page to print your schedule.

No Printer? No Problem!

If you would like a printed schedule, but don't have access to a printer, stop by Customer Service at the Olympia Transit Center between 7 a.m. and 6 p.m. daily and they will get you what you need. Or call us at 360-786-1881 and we will mail them to you.

Bus Service on Martin Luther King Jr. Day, Jan. 17



Local and Express bus service, Dial-A-Lift and Village Vans will operate on regular schedules on Martin Luther King Jr. Day, Monday, Jan. 17.

Visit intercitytransit.com or contact Customer Service at 360-786-1881 for service information.

Be Prepared for Winter Weather



We have already had our share of winter weather this season, and more may be in store. It is always our top priority to get our passengers safely to their

destinations. Thank you for being patient with our drivers as they took extra care to safely navigate the snowy and icy roads over the past few weeks.

Tips for riding the bus during winter weather:

- If your bus stop is on a hill, go to the nearest stop at the top or bottom of the hill. Buses will not stop on hills when roads are icy.
- Start your trip earlier. Winter conditions may mean you have to walk to a different stop to catch your bus.
- Snowy and icy roads may cause buses to run behind schedule. Please be patient with our drivers. Passenger safety is our number one priority.
- Check for Rider Alerts. If roads are snowy or icy, check for service information at intercitytransit.com/rider-alerts before heading out.

Information about our snow detours can be found at intercitytransit.com/bus/routes/snow-detours.

Winter weather can be unpredictable and driving conditions can change rapidly. Get real-time Rider Alerts for your routes by text message or email by signing up at intercitytransit.com/subscribe.

Service information will also be posted to:

- Our website at intercitytransit.com/rider-alerts.
- Facebook (@IntercityTransit).
- Twitter (@intercitytransi).
- Local radio stations.

Join Our Team: Drive with Us



Intercity Transit is looking for candidates with strong customer service skills and a passion for serving our community to become bus

drivers. We provide all necessary training, including Commercial Driver License (CDL) training and testing.

Intercity Transit offers:

- Competitive wages from \$22.21 to \$31.47, with an annual cost of living adjustment.
- Opportunity for internal internships and career advancement upon successful completion of probationary period.
- Other excellent benefits include health and dental insurance, various retirement options in addition to a Washington State pension.
- Full-time positions, 40-hours per week with opportunity for overtime. As well as paid sick and vacation leave.

Are you ready to jump onboard and be a part of a great organization that serves our community? Come join our team! Visit intercitytransit.com/employment for current job openings.

Vanpool Fares Simplified

Intercity Transit's Vanpool program has a new fare structure. The simplified fares include monthly and daily trip options. Monthly fares are based on daily round trip miles.

| Daily Round Trip Miles | Monthly per Person Fare |
|------------------------|-------------------------|
| 0-25 | \$25 |
| 26-50 | \$50 |
| 51-75 | \$75 |
| 76-100 | \$100 |
| 101-125 | \$125 |
| 126-150 | \$150 |
| 151-175 | \$175 |
| 176-200 | \$200 |
| Daily Trip Fare | \$10 |

Try vanpooling and see how much you can save. There is no risk – your first month is free!

Learn more at intercitytransit.com/services/vanpool/join-vanpool or contact the vanpool staff at intercitytransit.com/vanpool/contacts.

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.