

RIDER NEWS

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

August 2022

Service Update



Schedules for our routes won't change with the upcoming service change effective Sept. 18, 2022. Due to limited staffing, The One

and Dash continue to be suspended and Route 13 continues to operate on 30-minute frequency.

We will reintroduce The One and Dash and increase frequency on Route 13 as soon as staffing levels allow. Reintroducing service requires having enough drivers available to drive. If you or someone you know would like to be a bus driver, check us out at intercitytransit.com/employment and join our team.

We will notify passengers of any changes to bus service on our website, social media and through our email/texting service (intercitytransit.com/subscribe). For the most up-to-date schedule information, please visit intercitytransit.com/plan-your-trip/routes.

Operating Regular Weekday Service on Labor Day, Sept. 5

Intercity Transit will operate on regular weekday schedules on Labor Day, Monday, Sept. 5. Customer Service at the Olympia Transit Center will be open from 7 a.m. to 6 p.m. Our administrative office will be closed and Village Vans will not provide service on the holiday.

Make sure to check other area transit's schedules before traveling because they may have modified schedules.

We're Going Digital



Intercity Transit has transitioned away from printed transit guides in favor of an improved, interactive online trip

planning system for our riders. In anticipation of this change, we've made the website more user friendly by improving the interface and making it easier to get the information you need to get where you need to go. The shift to digital schedules allows us to respond quickly to changing circumstances and provides riders like you with up-to-the-minute information. In years past, we printed thousands of transit guides, giving the transition to digital the added benefit of reducing waste and saving resources. Resources we can use to continue to improve your experience.

Don't worry! If you prefer a printed copy of your route, printable maps and schedules can be accessed from the routes page 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 and map for and click on the "View Route" button.
- 2 Click on the "Printable Schedule and Map" link on the route page. This will download a PDF of the most current schedule and map for your route.
- 3 Click on the printer icon at the top of your screen to print your schedule or map.

No printer? No problem!

You can request printed schedules via our online order form at intercitytransit.com/order-schedules, by contacting Customer Service at 360-786-1881, or stop by Customer Service at the Olympia Transit Center.

Impacts to Bus Service

The warmer weather means construction, parades and community events may impact our regular routing. The best way to receive information from Intercity Transit about upcoming detours or impacts specific to the route(s) you ride is to sign up to receive alerts via text message or email at intercitytransit.com/subscribe.

You can also find detour information on our website at intercitytransit.com/rider-alerts and by following us on Facebook (@IntercityTransit) or Twitter (@intercitytransi). For help or more information, please contact Customer Service at 360-786-1881.

Careers at Intercity Transit



It's an exciting time to join Intercity Transit! We are an essential part of the community, with national award-winning drivers and maintenance teams, as well

as extremely talented staff across the agency.

We offer an array of opportunities, competitive wages, a comprehensive benefits package, and opportunities for career advancement.

We're recruiting individuals with great customer service skills and a passion for serving our community to join our team. Visit intercitytransit.com/employment for current job openings. If the current openings do not match your career interest, please sign up to receive email alerts about employment opportunities with the agency at intercitytransit.com/subscribe.

Day-Use Bike Lockers at OTC



Did you know Intercity Transit has day-use bicycle lockers at the Olympia Transit Center?

We hope passengers will use them as they're making

active transportation choices to get around the community. Here are a few things to keep in mind when using them:

1. The lockers are located south of the main covered bus terminal.
2. Lockers are available from 5 a.m. to 11 p.m., daily for storing bikes and bicycle equipment only. Bring your own lock to secure your bike-related items.
3. All items are removed and discarded nightly after 11 p.m.
4. The lockers are under 24-hour live and recorded video surveillance.

Intercity Transit assumes no responsibility for articles lost, stolen, damaged or discarded.

FlixBus to Serve OTC



We are excited to welcome FlixBus, North America's fastest growing regional and international bus service, to the Olympia Transit Center (OTC)! FlixBus will start providing service to OTC in early August.

FlixBus has a large network of destinations throughout the Pacific Northwest ranging from Eugene, Oregon, to Spokane, Washington to U.S.-Canada cross-border routes from Seattle to Vancouver, British Columbia. Service from Olympia departs daily, providing easy access to colleges and universities in the region, including the University of Washington, University of Oregon, Oregon State University, Western Washington University, Central Washington University, Gonzaga University and more. Additionally, Olympia riders can enjoy easy connections to Sea-Tac Airport for local and international flights.

You can book your ride at FlixBus.com or by downloading their app at flixbus.com/service/bus-app.

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.