

FAQs

ADVANCE RESERVATION SERVICE

Why is Intercity Transit moving to advance reservation service?

A: This delivery model will help us better support our community to uphold the Governor's "Stay Home – Stay Healthy" order and ensure people with essential trips can safely reach their destination. Our interest is in keeping the risk of exposure to COVID-19 at a minimum for our customers and our employees. That requires all of us to limit our travel.

What is advance reservation service?

A: Advance reservation service will provide you transportation you can use for essential trips. To ride, you'll call Customer Service at 360-786-1881 or email DALdispatch@intercitytransit.com where a representative will ensure your trip is for an essential purpose. Then you'll be able to schedule your ride(s) 2 to 5 days in advance. No same-day ride requests will be available. Be prepared to provide your name, phone number, address of your origin and destination, and the time you would like to ride. Please remember, limiting the number of trips you take reduces your potential exposure to COVID-19 and allows everyone the opportunity to schedule a trip to get where they need to go. And if at all possible, if you do not have a specific appointment time please allow us some flexibility in scheduling your ride.

When does this service begin?

A: We will begin operating advance reservation service on Monday, April 13 and will continue until further notice. This service will provide essential trips for people who would normally use fixed route bus service. Individuals who are eligible to use Dial-A-Lift, and need to do so for essential trips, will continue to book their rides as they had done previously.

When can I begin making reservations?

A: You can begin making reservations on Wednesday, April 8 for service which begins on Monday, April 13.

Why are you discontinuing regular bus service?

A: We are temporarily shifting to a reservation-based service in support of Gov. Inslee's "Stay Home – Stay Healthy" order which requires individuals to stay at home unless they are making essential trips. Operating in this manner will allow us to better adhere to social distancing recommendations, continue providing critical transportation to our community and best protect our customers and our employees.

Can I still get where I need to go?

A: You will still be able to use Intercity Transit services for essential trips. Remember that essential trips include visits to the grocery store, pharmacy, medical appointments and transportation for essential employees performing work for an essential business.

How do I schedule a ride?

A: You'll need to call our Customer Service staff at 360-786-1881. A representative will ensure your trip is for an essential purpose then you'll be able to schedule your ride(s). They can assist you weekdays from 8 a.m. to 5 p.m. and weekends from 9 a.m. to 4 p.m. You'll need to provide your name, phone number, address of your origin and destination, and the time you want to ride.

How far in advance can I schedule a ride?

A: You must schedule your ride(s) 2 to 5 days in advance. We cannot accommodate same-day ride requests.

How long will this service be in place?

A: Regular bus service will be temporarily suspended and replaced with advance reservation service until further notice. When we near the date of Gov. Inslee's "Stay Home - Stay Healthy" order, we will re-evaluate whether fixed route service will be restored and to what level.

What are the service hours?

A: Service will operate between 7 a.m. and 9:30 p.m. If you have an essential trip that isn't met within these hours, please call our Customer Service staff at 360-786-1881 or email DALdispatch@intercitytransit.com to see how we can accommodate your travel needs.

Where is service available?

A: We will provide service to customers who live within the cities of Olympia, Lacey, Tumwater, Yelm, and their urban growth areas. Essentially, service will be provided using our [Dial-A-Lift service area](#) as a guide.

What if I have an essential trip outside of those hours?

A: If you have an essential trip that cannot be supported by our 7 a.m. to 9:30 p.m. service schedule, please call our Customer Service staff at 360-786-1881 or email DALdispatch@intercitytransit.com to see if we can accommodate your travel needs.

What kind of vehicles will you use?

A: Transportation will be provided by Dial-A-Lift, Village Vans, Community Vans, and Vanpool vehicles. All vehicles will undergo nightly disinfecting and detailing procedures using hospital-grade disinfectant.

Other Items of Note:

- While reservation-based service is operating, the Olympia and Lacey Transit Centers will be closed.
- Buildings and buses will be deep cleaned and disinfected. Maintenance and facilities staff will continue to service vehicles and the agency's facilities while observing social distancing guidelines.