

# RIDER NEWS

For information, contact Customer Service at **360.786.1881** or visit [intercitytransit.com](http://intercitytransit.com)

December 2020

## COVID-19: Together We Will Get Through This

As we continue to navigate the pandemic, we are asking everyone to do their part to help stop the spread of COVID-19 in our community. Please help us ensure a safe and healthy environment for all passengers and drivers and do not travel on Intercity Transit if:

- You are sick or experiencing COVID-like symptoms.
- You are being tested for COVID-19.
- You have been in contact with someone who has tested positive for COVID-19.

### Thank You for Doing Your Part



Wearing face coverings in public is a state mandate and is required while riding or waiting for public transit. We appreciate riders taking

personal responsibility to wear face coverings properly, **over your nose and mouth.**

If you forget a face covering, please take a mask from the mask dispenser, which have been installed on all our vehicles.

Our drivers do their best to ensure passengers wear face coverings and to inform passengers they cannot ride without them. However, their primary focus is operating their vehicle safely. There are circumstances when drivers may not see a passenger board without a face covering with rear door boarding, or have the opportunity to discuss proper wearing of face coverings.

Thank you in advance for doing your part and wearing your face covering properly, without being asked.

### Changes We've Made for Health and Safety:

- We're using electrostatic sprayers and hospital-grade disinfectants daily.
- We're wiping down high touch areas of vehicles during the day.
- We've installed Plexiglas shields at the front of the bus to help safeguard our drivers.
- Touchless hand sanitizer dispensers have been installed on all vehicles.
- We're marking off rows of seats to promote physical distancing.
- We're conducting health screenings of all drivers before they report to work.



### Other Ways You Can Help:

- Wash your hands or use hand sanitizer frequently.
- Cover your sneezes and coughs.
- Maintain as much distance as possible between you and other passengers while on board, at bus stops and at shelters.
- Board buses using the rear door, unless you need the ramp, kneeler, or have a child in a stroller. If you need to enter at the front of the bus, please wait at the front door and tell the driver.

Our ability to provide bus and Dial-A-Lift service depends on keeping our drivers healthy. Please work with us to ensure that we can continue to serve you.

The level of service we can provide is determined by the number of staff we have available to work. Our staffing levels continue to fluctuate. We will provide additional service as soon as we have the staffing resources available to do so.

For more information about keeping yourself, others and our drivers healthy while riding the bus visit [intercitytransit.com/recoveryservice](https://intercitytransit.com/recoveryservice). We will continue to post service information and other updates to [intercitytransit.com](https://intercitytransit.com), on Facebook and on Twitter.

## Upcoming Holiday Schedules



Local bus and Dial-A-Lift service will not operate and Customer Service and the business office will be closed on the following holidays:

- Christmas Day, Friday, Dec. 25, 2020.
- New Year's Day, Friday, Jan. 1, 2021.

In addition to the holiday closures, Dial-A-Lift service will end early on Christmas Eve, Thursday, Dec. 24. The last Dial-A-Lift pick up will be at approximately 8 p.m. Local bus and Dial-A-Lift service will operate on current reduced service schedules New Year's Eve, Thursday, Dec. 31, 2020.

Visit [intercitytransit.com](https://intercitytransit.com) for more information or contact Customer Service at 360-786-1881.

## Get Prepared for Winter Weather



Remember this winter that our buses run in bad weather. Leave the driving to us and take comfort knowing that we'll get you there safely.

Prepare for winter weather now by

becoming familiar with our standard snow detours online at [intercitytransit.com/bus/routes/snow-detours](https://intercitytransit.com/bus/routes/snow-detours).

If roads are snowy or icy, check for service information before you leave home.

Get real-time winter weather alerts by text message or email.

Sign up at [intercitytransit.com/subscribe](https://intercitytransit.com/subscribe).

Service information will also be posted to:

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

Contact Customer Service at 360-786-1881 or [customerservice@intercitytransit.com](mailto:customerservice@intercitytransit.com) for more information.

## Construction on Intercity Transit's Pattison Street Facility Continues



Have you noticed the construction activity on the corner of Pattison Street and Martin Way?

Contractors are diligently working on Intercity Transit's new administration, operations, fuel, and wash buildings. Our original facility opened in 1985 and was built to service 85 total vehicles. We have outgrown our current facility as we now operate a fleet of 400 vehicles.

To better serve our community, the project will provide room for us to grow with our community and will incorporate space for new technologies that will make our fleet more efficient and decrease our environmental impact.

In addition to the new traffic signal and pedestrian crosswalk at Martin Way and Pattison Street, the facility will include sidewalks and a bike lane to increase safety and mobility for pedestrians and bicyclists travelling along Martin Way. Construction at the site is expected to continue through 2023.

Exterior finishes and landscaping has been designed to create a welcoming space for our neighbors, our passengers, our employees and our community as a whole.

For more information visit [intercitytransit.com/construction/pattison-base](https://intercitytransit.com/construction/pattison-base) or call Customer Service at 360-786-1881.

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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](mailto:TitleVI@intercitytransit.com).