

RIDER NEWS

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

November 2020

Transit Platform Open at the Olympia Transit Center

The Olympia Transit Center platform is open and buses are operating from designated transit bays. Opening the platform provides better lighting and shelter from rain as daylight savings time ends.

All currently operating routes that use the transit center will provide service from the transit bays, except for The One, which operates from State Avenue. Mason Transit and Grays Harbor Transit will continue to serve Bay L on Washington Street. Greyhound service will be accessed on Olympia Avenue.

Due to limited staff available to work at the site because of COVID-19-related health concerns, the Customer Service lobby will remain closed. Customer Service staff is available by calling 360-786-1881 from 6:30 a.m. to 7 p.m. weekdays, and 9 a.m. to 7 p.m. on weekends. Security staff and Operations Supervisors will be on site and available to provide customer support.

Current Intercity Transit bus schedules are available at intercitytransit.com/bus/routes. Bus bay assignments can be found at intercitytransit.com/bus/bays as well as on signs on the transit platform at the Olympia Transit Center.

Ride The One between Martin Way Park & Ride and Capital Mall



The One was reintroduced in September to add service along Martin Way. The additional service helps ease congestion, aid with physical distancing and provide more trip options so passengers spend less time on the bus.

The One is a limited-stop service that temporarily operates seven days a week, every 30-minutes, from 7:15 a.m. to 8:45 p.m. The One provides travel between Lacey and west Olympia in less than half the time of other routes.

Look for The One signs at existing bus stops.

The One is designed to keep you moving:

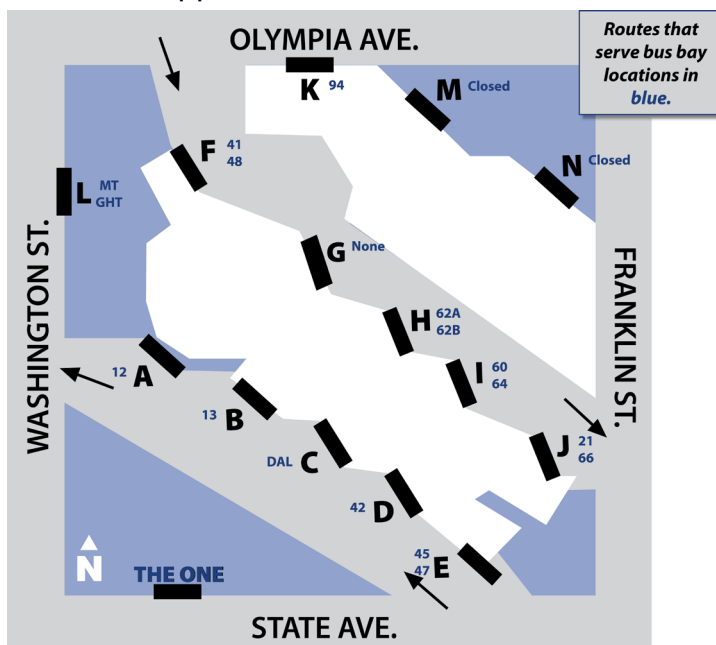
- There are only 8 stops along the route.
- No bikes to help speed up service.
- No need to pull the cord. Buses will stop at each designated stop along the route.

We continue to work toward providing our previous levels of service while following the recommendations of local health officials. For more information visit intercitytransit.com/theone.

We're Hiring

As we continue to navigate the COVID-19 pandemic, Intercity Transit is dedicated to keeping our employees, passengers and the community safe.

The need for reliable transportation is more important now than ever.



To ensure our mission of providing transportation choices that support an accessible, sustainable, livable, healthy, prosperous community continues, we are hiring bus drivers and other positions.

As staffing levels fluctuate due to COVID-19-related health concerns, we recognize the importance of hiring bus drivers sooner rather than later to keep everyone moving.

All job opportunities are posted to intercitytransit.com/employment. You can also sign up to be notified of future job openings.

Working to Add Bus Service



We are working on a plan to provide more bus service as soon as possible. As you can imagine, in the middle of a pandemic, there are many factors that contribute to our ability to provide additional service.

One of the main issues we are facing is a shortage of staff, particularly bus drivers. With COVID-19 cases increasing in our county daily, we are hopeful to move the service plan forward before the end of the year.

We appreciate your patience and understanding as we continue to navigate the constantly changing dynamic of the COVID-19 pandemic. We will continue to post service information and other updates to intercitytransit.com, on Facebook and on Twitter.

Upcoming Holiday Schedules



Buses operate on current reduced service schedules Veterans Day, Wednesday, Nov. 11, 2020.

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

- Thanksgiving Day, Thursday, Nov. 26, 2020.
- Christmas Day, Friday, Dec. 25, 2020.
- New Year's Day, Friday, Jan. 1, 2021.

In addition to the holiday closures, service ends early Christmas Eve, Thursday, Dec. 24, 2020 but will operate on current reduced service schedules New Year's Eve, Thursday, Dec. 31, 2020.

Visit 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.

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.

Service information will also be posted to:

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

Contact Customer Service at 360-786-1881 or customerservice@intercitytransit.com for more information.

Help Us Improve our Website

We would like your help organizing our website. Complete this quick sorting activity – it should only take about 10 minutes – to show us how you think about our services.

Provide your input by visiting <https://anthrotech.optimalworkshop.com/optimalsort/intercity-transit>. The activity will close Thursday, Nov. 12, so please respond quickly.

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.