

RIDER NEWS

For information, contact Customer Service at **360-786-1881** or visit intercitytransit.com

September 2020

COVID-19: Keeping our System Safe and Healthy

Throughout the pandemic, Intercity Transit's top priority has been the health and safety of our passengers and employees.

The level of service we can provide is limited by the number of staff we have available to work; currently that number is less than half of what we typically have, due primarily to COVID-19-related issues. As staffing levels increase, we will add service to our schedule.



Ensuring a safe and healthy environment for passengers and drivers depends on all of us.

Changes We've Made for Health and Safety:

- We've enhanced our cleaning processes to include daily use of electrostatic sprayers and hospital-grade disinfectants.
- We're wiping down high touch areas of vehicles during the day.
- We've installed Plexiglas barriers at the front of the bus to help safeguard our drivers.
- We're installing touchless hand sanitizer dispensers on our vehicles as supplies become available.
- We're marking off rows of seats to promote physical distancing.
- We're conducting health screenings of all drivers before they report to work.

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.

Other Ways You Can Help:

- Stay home if you are sick.
- 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, Dial-A-Lift and Advanced Reservation Service depends on keeping our drivers healthy. Please work with us to ensure that we can continue to serve you.

Service Change Coming September 20

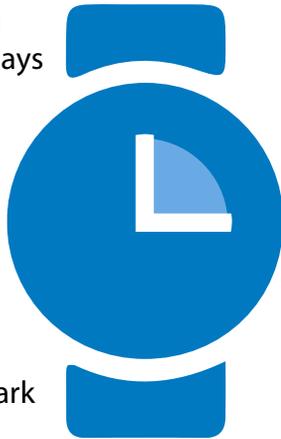
Our upcoming service change goes into effect on Sunday, Sept. 20. Changes include adding more service, some minor schedule updates and an adjustment to Route 42 at SPSCC.

While the change won't bring service back to our pre-COVID-19 levels, it is an important point on our road to recovery from the effects of the pandemic.

More Service:

- **Reintroduction of The One:**

The One will operate seven days a week from 8 a.m. to 8 p.m. with 30-minute frequency to supplement busy routes that operate on Martin Way. Combined with Routes 62A and 62B, this will increase service along Martin Way between the Olympia Transit Center and the Martin Way Park & Ride to every 15 minutes.



- **Route 13:** We will be adding 11 new trips to Route 13, increasing frequency to every 30 minutes.
- **Route 42:** The route will be adjusted in the vicinity of SPSCC to continue along Mottman Road instead of entering Crosby Loop, adding four new stops. Four new trips will be added to the revised schedule, bringing frequency to every 45 minutes.
- **Route 94:** Five trips will be added to the current schedule, increasing frequency to every 75 minutes.

These changes are designed to ease congestion on busy routes to aid physical distancing of passengers while onboard.

Schedule Adjustments:

- Routes 45, 60 and 67 will all have minor schedule adjustments to improve on-time performance.

Schedules are available for viewing now at intercitytransit.com/servicechanges. Beginning on Sept. 20, schedules will be available at intercitytransit.com/bus/routes.

Construction on Intercity Transit's Pattison Street Facility is Underway

Construction has begun on Intercity Transit's new Administration & Operations building on the corner of Pattison Street and Martin Way, as well as a fuel, wash and facilities building that will parallel Martin Way.

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, go to intercitytransit.com/construction/pattison-base or call Customer Service at 360-786-1881.

Public Comment Invited

The Transit Development Plan (TDP) describes 2019 operational highlights and outlines how we anticipate using our financial resources over the next six years. A draft of this year's TDP is [available online](#) by emailing customerservice@intercitytransit.com or calling 360-786-1881.

Comments are being accepted now through Sept. 16. A public hearing will be held at the Sept. 16 Intercity Transit Authority meeting. Comments may be submitted by:

- Mail: P.O. Box 659, Olympia, WA 98507
- Email: tellus@intercitytransit.com
- Phone: 360-705-5852

Comments must be received by 4 p.m. on Sept. 16, 2020 to be considered.

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 TitleIV@intercitytransit.com.