**Service Changes are just around the Corner**

**September CTR Communication Toolkit**

**This month’s toolkit focuses on Intercity Transit’s September 23, 2018 service changes. Pick and choose from the following to help your coworkers get ready for the changes.**

**Draft EmaiL/ARTICLE:**

TO: **(Agency)** Employees

FR: **(CTR/ETC name/title)**

RE: Changes coming to over half of Intercity Transit Routes on Sept. 23

If you use Intercity Transit’s bus service, you’ve likely heard that service changes are coming. Those changes are just around the corner and will go into effect on Sunday, September 23.

To help riders plan for the changes, new routes and schedules can be found online at [intercitytransit.com/servicechanges](https://www.intercitytransit.com/servicechanges). In addition, new transit guides will be available at Customer Service at the Olympia Transit Center beginning Sept. 13. The [trip planner](https://www.intercitytransit.com/bus/trip-planner) and [OneBusAway](https://onebusaway.org/) app will have updated system information starting on Sept. 23.

If you need help planning your trips, Customer Service is available from 6:30 a.m. to 7 p.m. on weekdays, and from 9 a.m. to 7 p.m. on weekends. They can also be reached by phone at 360-786-1881. Language Link, a phone interpreter service, is available for customers with limited English proficiency.

If you need additional assistance, Intercity Transit staff, including travel Trainers and Bus Buddies, will be available to assist at peak travel times during the week of the service changes at the Olympia and Lacey Transit Centers.

Travel Trainers are also available for those needing additional assistance becoming familiar with the new schedules and routes. This service is free to anyone. To schedule an appointment, please call 360-705-5879 or email traveltraining@intercitytransit.com.

If you want the latest information about Intercity Transit news, route and schedule changes, sign up for text or email alerts at [intercitytransit.com/subscribe](http://www.intercitytransit.com/subscribe).

**DRAFT FACEBOOK POSTS/TWEETS:**

1. New Intercity Transit service changes go into effect on Sept. 23. Check out the new routes and schedules at [intercitytransit.com/servicechanges](https://www.intercitytransit.com/servicechanges) and be prepared.
2. Feeling anxious about upcoming Intercity Transit service changes? Contact Customer Service at 360-786-1881 for help with trip planning. Need more help? Schedule an appointment with Travel Training by calling 360-705-5879.