**September CTR Communication Toolkit**

**September 22 Service Change adds more trips to Intercity Transit Routes**

**Draft EmaiL/ARTICLE:**

TO: **(Agency)** Employees

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

RE: More trips to serve you starting September 22

On September 22, 2019, Intercity Transit will continue its commitment to maintain, improve and expand public transit. To help customers plan ahead, we’ve posted the updated route maps and schedules on our website at [intercitytransit.com/servicechanges.](https://www.intercitytransit.com/servicechanges)

Specific improvements include:

* Added earlier trips on Saturdays and Sundays and increased mid-day frequency on Routes 21, 45, 60, and 64 from 60 to 30 minutes all day on weekdays.
* Changed departure times and added an earlier trip on Route 612.
* More weekend trips on Route 94 and Sunday night trips on Route 41.

In all, the changes will add 17,860 service hours to the annual schedule.

Later this fall, Intercity Transit will introduce a new demonstration route, called The One, which will run between the Capital Mall and Martin Way Park & Ride. The weekday-only route will arrive at stops every 15 minutes during morning and evening commute hours. Intercity Transit will provide additional details about The One when service begins. Stay tuned!

If you need help planning your trips before and after the service change, Intercity Transit's 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. You can also email [customerservice@intercitytransit.com](mailto:customerservice@intercitytransit.com) or call 360-786-1881.

**DRAFT FACEBOOK POSTS/TWEETS:**

1. More trips and increased frequency are coming to Intercity Transit routes on September 22, 2019. Schedules are available at [intercitytransit.com/servicechanges](https://www.intercitytransit.com/servicechanges).
2. Need help planning your trips after the September 22, 2019 service change? Call Intercity Transit's Customer Service at 360-786-1881 between 6:30 a.m. to 7 p.m. on weekdays and 9 a.m. to 7 p.m. on weekends.