

RIDER NEWS

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

November 2019

Public Comment Invited on 2020 Draft Budget, Strategic Plan and Proposed Fare Change



Intercity Transit seeks your input on our 2020 draft budget and six-year strategic plan. The Intercity Transit Authority will also address proposed changes to the fare system (see zero fare system proposal to the right) as part of the strategic plan and budget review process.

The draft budget and strategic plan are available for your review and comment at:

- intercitytransit.com.
- Customer Service at the Olympia Transit Center.
- Intercity Transit's business office, 526 Pattison St. SE in Olympia or by calling 360-786-8585.

Comments can be provided by:

- Calling 360-705-5852.
- Emailing tellus@intercitytransit.com.
- By mail, Intercity Transit, P.O. Box 659, Olympia, 98507.
- Attending the public hearing on Wednesday, Nov. 20, 2019, 5:30 p.m. located at our business office, 526 Pattison St. SE in Olympia.

Intercity Transit Authority Considers Zero-Fare System

The Intercity Transit Authority Board (Authority) will hold a public hearing on Wednesday, Nov. 20 to consider implementation of a five-year demonstration project, implementing zero-fare, beginning in January 2020.

The zero-fare system eliminates fare collection on buses and Dial-A-Lift, which increases access, reduces travel times, and eliminates the need to replace expensive fare collection equipment. Transitioning to zero-fare will not require any additional public investment or result in any service cuts.

Last year, the community voted to support *Proposition 1*, to expand transit services for the Lacey, Olympia, Tumwater, and Yelm communities. *Proposition 1* included nine specific service enhancements to make our transit system "transformational". Work is now underway for most improvements, including earlier and later service, improved frequency, service to new areas, and enhanced facilities.

After evaluating a range of options, including new farebox technology, the Authority determined a zero-fare system offers the most efficient and economical way to achieve the transformative transit system voters supported in 2018.

The public hearing provides an opportunity to comment on the Authority's proposed zero-fare demonstration.

For more information about the zero-fare demonstration project, please visit itzero fare.com.

Holiday Service Reminders

November

We'll operate on regular schedules Veterans Day, Monday, Nov. 11, 2019. We will be closed Thanksgiving Day, Thursday, Nov. 28, 2019. Local and Express bus service, Dial-A-Lift and Village Vans will not operate on the holiday.

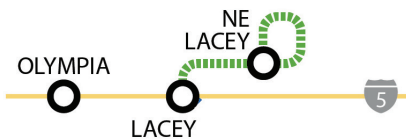
December & January

Local and Express bus service, Dial-A-Lift and Village Vans will not operate on the following holidays:

- Christmas Day, Wednesday, Dec. 25, 2019.
- New Year's Day, Wednesday, Jan. 1, 2020.

Service ends early Christmas Eve, Tuesday, Dec. 24, 2019 but will operate on regular schedule New Year's Eve, Tuesday, Dec. 31, 2019. More information will be in the December issue of *Rider News* and on our website at intercitytransit.com.

New Route to Serve You Coming March 2020



Beginning Sunday, March 22, 2020, there will be a new route to serve northeast Lacey.

This service is in direct response to the community's request for better access to and from this area of our community.

Look for an opportunity to learn about the route at our open houses on Thursday, Dec. 5 and Monday, Jan. 6 from 4:30 to 6:30 p.m. at the Community Action Council, 3020 Willamette Dr. in Lacey. Stay tuned for more information on our website at intercitytransit.com and in the December issue of *Rider News*.

Take a Trip with Travel Training

Join Intercity Transit's Travel Trainers on Wednesday, Dec. 11 for a trip to Capital Mall. They'll teach you practical skills for riding the bus to the mall or anywhere you need to go.

Space is limited. Reserve your spot today by calling Travel Training at 360-705-5879!

Sign Up to Receive Real-Time Information

Get prepared for winter weather ahead of time by signing up to receive real-time information about the routes you ride to your phone or inbox.

Visit intercitytransit.com/subscribe to sign up! For more information or questions call Customer Service at 360-786-1881.

Join Our Team



We are recruiting individuals with great customer service skills and a passion for serving our community.

There are many opportunities available, including information systems, planning, administration, and safety.

Be a part of a great organization that serves our community—come join our team! Visit intercitytransit.com/employment for current job openings.

Fast, Frequent, Direct: Ride The One

Ride The One, Intercity Transit's new high-frequency demonstration route, beginning Monday, Nov. 11 to experience fast, frequent and direct service between Lacey and west Olympia! For more information visit intercitytransit.com/TheOne.

Look for the Jingle Bus on a Route Near You



The Intercity Transit Jingle Bus will be coming to a route near you later this month! The festively decorated Jingle Bus operates on all of our local bus routes

throughout the holiday season. The bus will travel on a different route each day from Friday, Nov. 29 – Friday, Dec. 27. The Jingle Bus offers riders free fare, candy canes and holiday cheer everywhere it goes. For the full Jingle Bus schedule visit intercitytransit.com/bus/jingle-bus.

Also look for Intercity Transit's lighted bus at local family-friendly holiday events. For a full list visit intercitytransit.com.

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.