

RIDER NEWS

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

December 2019/January 2020

Intercity Transit Authority Approves Transitioning to Zero-Fare System to begin Jan. 1, 2020

ZERO-FARE JUST GET ON AND GO!



As part of Intercity Transit's commitment to the community after the November 2018 passage of Intercity Transit *Proposition 1*, the Intercity Transit Authority (Authority) explored ways to make

collecting fares easier and faster, to reduce delays and simplify access for more riders. Doing this was one of the community-identified priorities that resulted from our two-year public engagement process, IT Road Trip.

On Dec. 4, 2019, the Authority unanimously approved implementation of a five-year, "zero-fare," demonstration project. The project will go into effect on Jan. 1, 2020. This means that bus and Dial-A-Lift passengers will not pay fares to use the services during the demonstration.

Eliminating fare collection on buses and Dial-A-Lift will increase access, reduce travel times and eliminate the need to replace expensive fare collection equipment. Transitioning to zero-fare will not require any additional investment or result in any service cuts.

To help speed up service, you may use both the front and back door to enter and exit the bus where it is safe to do so. Please remember to allow riders to exit the bus first prior to boarding.

To ensure everyone's comfort and safety, please observe the rules of conduct at transit centers, bus stops and on buses. The zero-fare demonstration project is a community benefit that will remain in place only if we're able to keep service safe and comfortable for all. Become familiar with our rider conduct at intercitytransit.com/how-to-ride/safety-and-rules.

Additional information about zero-fare service and how the Authority reached this decision is on our website at intercitytransit.com/zerofare.

Ride The One and Experience the Difference



Travel between Lacey and west Olympia in half the time when riding **The One** demonstration route. Look for **The One**

signs at existing bus stops.

There's no need to pull the cord. Buses will stop at designated stops along the route. Passengers can use the front or rear doors to enter and exit the bus.

The One is designed to keep you moving:

- Fewer stops.
- No fare.
- Front and rear door loading and unloading.
- No bikes.

For more information visit intercitytransit.com/theone.

New Route to Serve You Coming March 2020



Intercity Transit will launch a new route to expand service into the growing Northeast Lacey area. *Route 65 - Hawks Prairie*, is being planned with input from the community. The new route will begin on March 22, 2020. Service will run weekdays

and weekends, approximately every 30 minutes with about 30 trips in each direction, providing access to the many employers and new houses in the growing area.

You are invited to review the route proposals and take a survey online; or, attend an open house to learn about, and provide feedback on the proposed route.

More information about the route proposals is on our website at intercitytransit.com/servicechanges. The open house will take place Monday, Jan. 6, 2020 from 4:30 to 6 p.m. at the Community Action Council, 3020 Willamette Dr. in Lacey.

Input from riders who plan to use this route will help us finalize route and schedule details. A public hearing is scheduled for Jan. 15, 2020 at 5:30 p.m. at Intercity Transit's business office located at 526 Pattison St. SE in Olympia. Written comments may be provided by:

- **Online:** intercitytransit.com/contact
- **By email:** tellus@intercitytransit.com
- **By mail:** Intercity Transit, Planning Department, P.O. Box 659, Olympia, WA 98507-0659

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.

Holiday Service Reminders

Local and Express 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:

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

In addition to the holiday closures, service ends early Christmas Eve, Tuesday, Dec. 24, 2019 but will operate on regular schedule New Year's Eve, Tuesday, Dec. 31, 2019.

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

Volunteer with Bus Buddies

The Intercity Transit and Catholic Community Services Bus Buddy program is always looking for bus riders willing to help others learn to ride our buses. If you're interested in volunteering to help other riders call 360-688-8832.

Join the Bus Buddy program on an upcoming trip to the Chinese New Year's Parade in Seattle on Jan. 25. Call 360-688-8832 or email busbuddies@intercitytransit.com.

Dash Legislative Session Schedule Begins Jan. 13, 2020

During Legislative Session the free Dash shuttle will operate on its more frequent schedule starting Monday, Jan. 13.

The Dash operates in downtown Olympia weekdays, every 12 minutes from 9 a.m. – 5 p.m. and every 15 minutes from 7 – 9 a.m. and 5 – 6 p.m.

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.