

# RIDER NEWS

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

November/December 2016

## Bus Roadeo Grand Champions

A handful of our operators and maintenance staff attended the Washington State Transit Association's annual Washington State Public Transportation Roadeo.

The Roadeo challenges participants with their driving, customer service, equipment maintenance, safety habits, and ride smoothness to determine winners in the various categories.

Operators practiced their driving, customer service, and safety skills 140-150 hours outside of their work schedule to perfect their techniques before the event.

We took home multiple awards including first place prizes in seven categories and the Grand Champion award which combined scores from the maintenance team with driver scores!



*Dan Savage, Rob Wood, and Bill Miller show off their hard-earned awards from the 2016 Washington State Public Transportation Roadeo.*

## The Best in Customer Service



Joy Gerchak has worked in customer service with Intercity Transit for 24 years.

As our Customer Service Manager, Joy represents the very best of our employees as she supervises her team of seven employees. She leads by example, stepping up to help in any situation.

She represents the agency on the Olympia Downtown Association's Security Committee and assists the Olympia Police Department with interviews for new officer candidates.

Joy recently graduated from Leadership Thurston County, a program to develop informed, skilled, and committed community leadership representatives in the South Sound.

Joy is involved in many other community activities including connecting customers with area resources. She's compassionate and always ready to lend a helping hand.

## 'Tis the Season Spreading Holiday Cheer

### Jingle Bus Coming Soon

Starting Friday November 25, our festively decorated Jingle Bus will hit the



streets for the holiday season delivering holiday cheer and candy canes to riders.

Watch for the bus with the big red bow and hop on for some holiday spirit. As a "thank you" for riding the bus, the ride is free!

### Save the Dates

Join us at local family-friendly holiday events! We'll be at the Olympia Downtown Association's (ODA) Downtown for the Holiday's Parade after Thanksgiving and the Lacey Parade of Lights in early December.

- **ODA Holiday Parade** - Sunday, November 27, 3 p.m.  
Capitol Way proceeding to 7th Street
- **Lacey Parade of Lights** - Monday, December 5, 6 p.m.  
618 Woodland Square Loop SE

## Buy a December Monthly Pass, Get a FREE Reflector

Be safe, be seen this winter with a bright, flashing reflector **FREE** with the purchase of a December monthly pass or 2017 reduced fare annual pass while supplies last.

December monthly pass sales begin Wednesday, November 23 and 2017 reduced fare annual pass sales begin Thursday, December 15.

Don't wait - we have a limited supply! Reflectors are available only at Customer Service at the Olympia Transit Center (222 State Avenue).

## Ready for Winter Weather?

Remember this winter that our buses run in bad weather. In fact, you'll feel relieved when you ride the bus and leave the driving to us!



Get prepared for winter weather ahead of time by checking out our snow detour routes online or in the Transit Guide. During bad weather, visit our website, check our Facebook page, follow us on Twitter, or tune into local radio stations for transit service updates.

## Holiday Service Reminders

### November

We will be **closed Thanksgiving Day, Thursday, November 24**. Local and Express bus service, Dial-A-Lift, and Village Vans **will not operate**.

### December

Service **ends early Christmas Eve**, but we operate on **regular schedule New Year's Eve**. We will be **closed Christmas, Sunday, December 25** and **New Year's Day, Sunday, January 1, 2017**. Local and Express bus service, Dial-A-Lift, and special van programs **will not operate**.

Enjoy the holidays!

Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its transit 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.

For questions, contact Intercity Transit's Title VI Officer at 360-705-5885 or ephillips@intercitytransit.com.