INTERCITY

RIDER NEWS

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

February 2022

We're Going Digital



Until recently, Intercity Transit printed thousands of Transit Guides each year. We found during the pandemic that digital schedules allow us to respond quickly to changing circumstances and provide you up-to-

date information. It has also reduced waste, cut costs and allowed staff to focus on sharing real-time information.

We have begun transitioning away from printing schedule booklets.

In support of this, we improved our website, making it more user-friendly and providing more detailed information. We will continue to make improvements and focus on providing more realtime information.

Print maps and schedules from our website: From the routes page (<u>intercitytransit.com/plan-your-</u><u>trip/routes</u>), select the route you want to print a schedule or map for and click on the "View Route" button.

- Click on the "Printable Schedule" or "Printable Map" button on the route page. This will download a PDF of the most current schedule or map for your route.
- 2. Click on the printer icon at the top of your screen to print your schedule or map.

No Printer? No Problem!

If you would like a printed schedule, but don't have access to a printer, go to <u>intercitytransit.com/</u> <u>order-schedules</u> to order free schedules, stop by Customer Service at the Olympia Transit Center between 7 a.m. and 6 p.m. daily, or call 360-786-1881 and we will mail one to you.

Improving Technology to Serve you Better

Intercity Transit is enhancing the technology we use to provide real-time information about our buses to applications such as OneBusAway, Google Maps and Transit. As we implement these changes, these apps will not receive or display real-time information from all our buses, which means you will not see complete information temporarily. These enhancements are expected to be complete by late spring.

You can continue to rely on our website during this enhancement. We look forward to providing riders more immediate real-time information when the project is complete. We appreciate your patience as we work toward serving you better.

Bus Service on Presidents' Day



Local and Express bus service, Dial-A-Lift and Village Vans will operate on regular schedules on Presidents' Day, Monday, Feb. 21.

Visit **intercitytransit.com** or

contact Customer Service at 360-

786-1881 for service information.

Sign Up to Receive Real-Time Information

Did you know you can sign up to receive information from Intercity Transit directly to your phone or inbox?

It's easy to sign up at <u>intercitytransit.com/</u> <u>subscribe</u>! Stay up-to-date on the routes you ride, employment information, winter weather, and more. For more information or questions call Customer Service at 360-786-1881.

Federal Mask Mandate on Buses and Inside Transit Buildings



The Transit Security Administration (TSA) no longer requires customers to wear face masks outside at our transit

facilities (i.e., on the transit platform or at bus stops). However, the Federal Mask Order remains in place through at least March 18, 2022 and requires everyone to wear proper face masks while riding transit and inside any transit building.

We will continue to keep passengers informed of any changes to the requirement. We appreciate your continued cooperation.

Winter Bicycle Challenge



There are many benefits to outdoor activities like biking and walking, even in the best of times. It is especially important in the current circumstances to support your

physical, mental and emotional health. Join Intercity Transit's Winter Bicycle Challenge for an easy, fun and healthy way to reduce stress!

Get outside and ride your bike this February, then log your rides at <u>bcc.intercitytransit.com</u>. You will be entered in drawings for awesome prizes from Portland Design Works and other generous donors. Follow the event on Facebook and Instagram for fun challenges and opportunities to connect with other people on bikes. We hope to see you out and about this February on your bike!

Walk N Roll's Winter Bicycle Scavenger Hunt



This month, Intercity Transit's Walk N Roll youth education program is partnering with the Bicycle Commuter Challenge to encourage more youth and families to participate in the 2021 Winter Bicycle Challenge.

Join us for a Winter Bicycle Scavenger Hunt! Send

your completed scavenger hunt to <u>walknroll@</u> <u>intercitytransit.com</u> by March 1, and we will mail you a prize. Everyone wins! Include a photo of yourself completing the scavenger hunt to receive a bonus prize! By emailing a photo, you give Intercity Transit permission to use your photo for public promotion. Get started by downloading your scavenger hunt at <u>bcc.intercitytransit.com/</u> <u>events/2021-2-1</u>.

Earn-A-Bike Offering Remote Learning Class



Intercity Transit's Earn-A-Bike program is offering a virtual class to Thurston County youth ages 11 to 17 through local parks and recreation programs. Sign-

up for the online class and earn a refurbished bicycle for only \$5 through the end of March!

The class teaches youth essential bicycle safety and maintenance skills to prepare them to ride their bicycle safely and independently.

Students have two weeks to complete a series of online video-based lessons and quizzes. The class takes about one hour to complete. Upon successful completion of these quizzes, students will be offered a refurbished bicycle, helmet and accessories.

Please visit **intercitytransit.com/walknroll/earn-a**bike to register for classes.

For questions, or to file a complaint, contact Intercity Transit Customer Service at 360-786-1881 or by email to TitleVI@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.