

RIDER NEWS

For information, contact Customer Service at **360-786-1881** or visit intercitytransit.com

November 2024

Service Changes Coming Sunday, January 5



Beginning Sunday, Jan. 5, we'll increase weekday frequency on Routes 42 and 67, and add weekend service on Route 42. We'll also add a new route,

Route 14, that will serve the Capitol Campus and downtown Olympia.

Service Details

- **Route 42** – Increased frequency from 45 minutes to 30 minutes and added weekend service every 30-minutes.
- **Route 67** – Increased frequency from 60 minutes to 30 minutes weekdays and weekends
- **Route 14** – Added weekday service from 6:30 a.m. to 6:30 p.m. between the Capitol Campus and downtown Olympia with 30-minute frequency. This route will stop on or adjacent to the Capitol Campus and will link state and association offices to the Capitol building, Deschutes Parkway and the Olympia Transit Center.

When these changes are implemented, all local Intercity Transit bus routes will operate every 30-minutes. This added service represents a 5 percent increase over our current service level.

Schedules will be available publicly as soon as they are finalized. Starting Sunday, Jan. 5, schedules will be available at intercitytransit.com/plan-your-trip/routes.

If you have questions or need trip planning assistance, please call Customer Service at 360-786-1881 or stop by. They're open daily from 7 a.m. to 6 p.m.

Rider Survey - How Has Zero-Fare Affected Your Life?



Researchers at Penn State are interested in learning about the impacts of zero-fare and we are helping them connect with our riders. They want to know

how removing transit fares affects your experience and travel choices.

The survey won't ask for any identifiable information and your participation is voluntary. As a token of appreciation, participants can opt in to be entered to win one of fifteen \$50 or one of five \$100 gift cards.

The [online survey](#) opens on Nov. 4.

Holiday Service Reminders



With the holiday season approaching, here are a few reminders to keep in mind while making your travel plans:

- **Veterans Day – Monday, Nov. 11:** All services operate on regular schedules.

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

- **Thanksgiving – Thursday, Nov. 28**
- **Christmas Day - Wednesday, Dec. 25**
- **New Year's Day - Wednesday, Jan. 1**

Visit intercitytransit.com/news for more information as we get closer to the holidays. We will continue to provide tips for traveling with us throughout the season. Please contact Customer Service at 360-786-1881 with questions or for service information.

"Be Safe. Be Seen." this Season



The season's short, wet days make pedestrians and bicyclists less visible. Our drivers make every effort to watch for riders waiting at unlit bus stops, but we need your help!

Help ensure you get seen by:

- **Wearing bright-colored or reflective clothing.** Drivers can see you 500 feet away when you wear reflective clothing compared to just 55 feet when wearing dark colors.
- **Adding some shine.** Put reflectors on your shoes, backpack, purse, bicycle spokes, jacket sleeves, and pant legs. Reflectors in visible locations will help drivers see you in the dark.
- **Lighting yourself up.** Carry a flashlight, flashing safety strobe, or use your cell phone's flashlight. Help drivers see you by standing up, moving or waving as the bus approaches your stop.

For more tips visit intercitytransit.com/besafe so you are sure to "Be Safe. Be Seen." this season.

Prepare for Winter Weather



Remember that our buses run in bad weather. Leave the driving to us this season and take comfort knowing that we'll get you there safely!

Prepare now by becoming familiar with our standard snow detours at intercitytransit.com/bus/routes/snow-detours.

If roads are snowy or icy, check our website intercitytransit.com/rider-alerts for service information before you leave home.

You can also sign up to receive winter weather alerts via text message or email. Sign up at intercitytransit.com/subscribe. Remember, you can also use your favorite transit app to see if buses are delayed in real-time.

More information about preparing for winter weather will be in the December *Rider News*.

Look for Jingle Buses on a Route Near You



The Intercity Transit Jingle Buses will be coming to a route near you later this month! We are excited that there will be two festively decorated buses and a Dial-A-Lift van again this year, spreading holiday cheer throughout the community.

The Jingle Buses will travel on different local routes through the end of December. If you don't want to wait to see one of the buses on route, come see us at the Christmas in the Park Parade in Yelm on Saturday, Dec. 7. We hope to see you there!

Lighted Bus on Hold This Year



Due to construction at our maintenance facility, we won't have a lighted bus this season. With over 20,000 lights, the lighted bus is a big hit all over town. But, it

needs to be kept indoors when not in use and that won't be possible this year.

We hope you'll understand as we update our maintenance facility to meet the needs of our current and future fleets.

Rider Tip

If you want to get off at a particular stop and aren't sure where it is, feel free to tell the driver. Drivers can answer your questions and watch for your stop. Also, all buses are equipped with an automated voice announcer and a digital bus stop display.

Contact Customer Service at 360-786-1881 or email customerservice@intercitytransit.com for help planning your trip.

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 TitleVI@intercitytransit.com.