

INTERcity TRANSIT

Fact Sheet

Intercity Transit serves Washington State's capital city, Olympia, and neighboring cities Lacey, Tumwater, and Yelm. We are a nationally recognized, large urban transit system with diverse services and strong ridership. In addition to serving the local area for over 42 years, Intercity Transit connects with five area transit systems, including Sound Transit, providing access to Central Puget Sound.



Mission

To provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community.

Vision

To be a leading transit system in the country, recognized by our peers, community and customers for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all in Thurston County.



Operating Background

Since 1981, we have provided more than 123.3 million rides for area residents and commuters. The agency employs 380 people and is still growing.



Intercity Transit Authority

The Intercity Transit Authority, our governing body, consists of five elected officials who represent Olympia, Lacey, Tumwater, Yelm, and Thurston County. Three community members and a labor representative also serve on the Authority. The Community Advisory Committee, a 20-member community advisory panel, provides input to the Authority.



Budget

Our 2023 budget is \$182.7 million. This includes an operating budget of \$86.9 million and capital and other revenue of \$95.8 million.



Ridership

In 2022, we provided about 3.3 million rides on fixed-route, paratransit, and vanpool services. Ridership for fixed-route and vanpool services fluctuate annually, while Dial-A-Lift ridership continues to increase.



Benefits of Public Transportation

Public transportation, an essential part of our transportation network, plays an important role in the county's economic, environmental, and social health by:



- Providing transportation to jobs, schools, medical appointments, business, and community activities.



- Reducing traffic congestion so private automobiles and freight can travel more efficiently.



- Helping seniors and people with disabilities remain independent.



- Providing a safe means of transportation for youth to get around town.



- Acting as an engaged community partner and a responsible public steward.
- Protecting the environment by moving people efficiently, reducing air pollution, gas consumption, and harmful emissions.

Intercity Transit Services at a Glance

We operate:

- A fleet of 118 buses (86 coaches and 54 Dial-A-Lift vans); 186 vanpool vans.
- An administrative, operations and maintenance facility.
- Two transit centers.
- 1,031 bus stops, 291 bus shelters, and maintain a number of park & ride lots (including Amtrak Centennial Station).
- Bike racks and accessible features on all buses.



Bus Service

Fixed-route bus service is available seven days a week on 18 routes. These routes serve the greater urban centers of Thurston County, provide Express service to Lakewood, and make connections to neighboring transit services. In 2022, we had 2.97 million boardings on fixed-route bus service.

Vanpool & Carpool Service

Approximately 186 vanpools serve commuters traveling daily throughout the South Puget Sound and southwest Washington region. This program provided about 212,856 passenger trips in 2022. We also participate in a ridematch program helping commuters find potential vanpool and carpool partners.

Dial-A-Lift Service

We provide door-to-door service for customers whose disabilities prevent them from using our fixed-route bus service. This service, which exceeds the federal requirements for complementary service, provided 130,004 trips in 2022.

Village Vans Program

The Village Vans program provides free transportation for employment-related activities to people with low incomes in the Olympia, Lacey, and Tumwater greater urban areas. The program also provides on-the-job driver training for the volunteers who drive the vans.

Bus Buddy

The Bus Buddy program provides free, one-on-one assistance for people who want a little extra help riding the bus. Our Bus Buddies are volunteers that have a wealth of knowledge and experience riding the bus.

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.

Community Vans

We make retired vanpool vans available to non-profit and governmental organizations on a reservation basis. A per-mile rate covers direct costs of operating the service.

Travel Training Program

This free, one-on-one or small-group training teaches the practical skills of riding our buses safely and confidently.

Zero-Fare

This demonstration project went into effect on January 1, 2020. Due to the COVID-19 pandemic and the subsequent disruption to our service, Intercity Transit suspended fare collections as authorized under Resolution 03-2019 on fixed-route and Dial-A-Lift for three additional years, beginning when the General Manager determines fixed-route and Dial-A-Lift services have returned to March 2020 service levels, or until January 1, 2028, whichever is later.

Youth Education Program

Intercity Transit's Walk N Roll Program supports community members' independence and mobility through education programs that promote active transportation. Working with partners throughout Thurston County we, educate and empower people of all ages to walk, cycle and ride transit safely.

Surplus Van Grant Program

Each year, if qualified vans are available, Intercity Transit grants retired vehicles to nonprofit or community organizations in our service district through a competitive review and award process.

Customer Service

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