

INTERCITY TRANSIT Fact Sheet

Intercity Transit serves Washington State's capital city, Olympia, and neighboring cities Lacey, Tumwater, and Yelm. Intercity Transit is a nationally recognized, small urban transit system with diverse services and strong ridership. In addition to serving the local area for over 38 years, Intercity Transit connects with five area transit systems, including Sound Transit, providing access to Central Puget Sound.

Mission & Vision

Our **mission** is to provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, prosperous community. Our **vision** is to be a leading transit system in the country, recognized for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County.

Operating Background

In 38 years, we have provided more than 110.4* million rides for area residents and commuters. The agency employs 380 people.

Intercity Transit Authority

The Intercity Transit Authority, our governing body, consists of five elected officials who represent the Cities of Olympia, Lacey, Tumwater, and Yelm and Thurston County. Three citizen-at-large 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 2020 budget is \$179 million. This includes an operating budget of \$117 million and capital and other revenue of \$61.5 million.

Ridership

In 2018, we provided about 4.5 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.

Intercity Transit Services at a Glance

Intercity Transit operates:

- A fleet of 118 buses (71 coaches [including 23 hybrids] and 47 Dial-A-Lift vans); 234 vanpool vans.
- Two transit centers.
- An administrative and maintenance facility.
- 983 bus stops, 301 bus shelters, and 3 park & ride lots.
- Bike racks and accessible features on all buses.
- Amtrak Centennial Station.



Who Uses Intercity Transit

Eighty percent of trips are for economic purposes. People use transit to get to work (32%), go shopping (26%) and conduct personal business (8%). Eighty-four percent of riders surveyed rate Intercity Transit as "good" or "excellent". (Source: Rider Survey, 2015)

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 commuter and lifeline services.
- Providing transportation to jobs, schools, personal, business, and community activities.
- Reducing traffic congestion so private automobiles and freight can travel more efficiently.
- Helping seniors and people with disabilities remain independent.
- Protecting the environment by moving people efficiently, reducing air pollution, gas consumption, and harmful emissions.
- Acting as an engaged community partner and a responsible public steward.

*Based on 2018 Ridership data.

Bus Service

Fixed-route bus service is available weekdays on 21 routes, slightly fewer on weekends. These routes serve the greater urban centers of Thurston County, provide express service to Lakewood/Tacoma, and make connections to neighboring transit services. In 2018, 3.76 million trips were taken on fixed-route bus service.

Vanpool & Carpool Service

Approximately 180 vanpools serve about 1,144 commuters traveling daily throughout the south Puget Sound and southwest Washington region. This program provided about 520,843 passenger trips in 2018. We also participate in a ridematch program helping commuters find potential vanpool and carpool partners.

Dial-A-Lift Service

Dial-A-Lift provides door-to-door service for customers whose disabilities prevent them from using our fixed-route service. This service, which exceeds the federal requirements for complementary service, provided 186,891 trips in 2018.

Village Vans Program

The Village Vans program serves individuals working toward economic independence. Participants must be actively seeking jobs or training. The program also provides on-the-job driver training for the participants who drive the vans.

Community Van Service

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.

Commute Trip Reduction & Pass Programs

We work with various worksites implementing trip-reduction programs for thousands of commuters. We also partner with all three area colleges and several major employers on bus pass programs.

Youth Education Program

Walk N Roll, our Youth Education program, is dedicated to building the next generation of safe and healthy bikers, walkers, and bus riders. This program offers hands-on activities and environmental lessons, hosts field trips and events, and engages young people of all ages.



Awards

We have earned recognition for our efforts on the local, state, and national levels:

- 2019 Governor's Smart Communities Project Award
- 2019 State Roadeo Champions and 2015-19 State Grand Champion winners
- 2019 International Roadeo Champions
- 2014 International Organization for Standardization ISO 14001 Certification, one of nine transit systems in the nation
- 2013 American Public Works Assn. Project of Year
- 2012 Gold Sustainable Commitment Recognition
- 2012 Thurston County Green Business of the Year
- 2009 American Public Transportation Assn. Outstanding Public Transportation System Achievement Award
- 2009 Federal Transit Administration Enhancing Ridership Award
- 2008 & 2007 American Public Transportation Assn. Ad Wheel Grand Prize Awards
- 2008-12 Thurston County Green Business Award
- 2003 Washington State Department of Ecology Environmental Excellence Award
- 2002 Governor's Commute Smart Award

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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.