

# Intercity Transit: Fact Sheet

*For Olympia-Thurston County, Washington*



**Intercity Transit serves the capital city of Washington – Olympia – and its neighboring communities of Lacey, Tumwater and Yelm. Intercity Transit is a small urban transit system but has service and ridership levels that exceed the averages for larger systems. In addition to serving the local area, Intercity Transit connects with four other transit systems, including Sound Transit, to provide access to the Puget Sound and southwest Washington regions. This nationally recognized system has been serving area residents and commuters for 30 years.**

## **Mission & Vision**

Intercity Transit's 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.

## **Ridership**

In 2010, we provided about 5.1 million rides via fixed route, paratransit and vanpool services. Fixed-route ridership has grown dramatically in recent years.

## **Who Uses Intercity Transit**

Eighty percent of trips taken are for economic purposes. On any given day, people use transit to get to work (34%), shopping (23%) and personal business (23%). Since 2004, the number of transit trips associated with economic activity has increased dramatically, including a 61% increase in work trips and a 67% increase in school trips. 86% of riders surveyed rate Intercity Transit as "good" or "excellent". (Source: Rider Survey, 2008)

## **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 both commuter and lifeline services for citizens;
- Providing transportation to jobs, schools, personal business and community activities;
- Reducing congestion on local roads allowing private automobiles and freight to travel more efficiently;
- Helping seniors and people with disabilities remain independent;
- Protecting the environment by moving people efficiently and reducing air pollution, gas consumption and harmful emissions contributing to global warming;
- Acting as an engaged community partner and a responsible public steward.

## **Bus Service**

Fixed-route bus service is available weekdays on 22 routes, slightly fewer on weekends. These routes serve the greater urban centers of Thurston County as well as provide express service to Tacoma and links to neighboring transit services. In 2010, 4.3 million trips were taken on fixed-route bus service and about 5.1 million trips were taken system wide.

# Intercity Transit: Fact Sheet



## Dial-A-Lift Service

Dial-A-Lift service provides door-to-door service for customers whose disabilities prevent them from using Intercity Transit's regular fixed-route service. This service, which exceeds the federal requirements for complementary service, provided about 149,000 trips in 2010.

## Village Van Service

The Village Vans program serves individuals working toward economic independence. Participants must be actively seeking jobs or training, or be employed but cannot afford other transportation. The program also provides on-the-job driver training to participants who drive the vans.

## Community Van Service

Intercity Transit makes retired vanpool vans available to qualified human-service organizations on a reservation basis to transport workers, volunteers and clients. A per-mile rate covers direct costs of operating the service.

## Vanpool Service

Intercity Transit provides 175 vanpools serving about 1,500 commuters traveling daily throughout the south Puget Sound and southwest Washington region. This program provided about 645,000 passenger trips in 2010.

## Carpool Service

We participate in a statewide ridematch program that helps commuters find potential carpool and vanpool partners.

## Commute Trip Reduction & Pass Programs

Intercity Transit works successfully with 118 worksites implementing trip reduction programs for thousands of commuters. We also partner with all three area colleges plus several major employers on bus pass programs.

## Youth Education Program

A program dedicated to educating youth about personal mobility, transportation choices and the impact of these choices. Intercity Transit's Smart Moves Youth Education Program offers presentations, encourages field trips on transit and hosts educational events.

## Awards

Intercity Transit has earned recognition for its efforts on the national, state and regional levels:

- 2009 American Public Transportation Association Outstanding Public Transportation System Achievement Award
- 2009 Federal Transit Administration Enhancing Ridership Award
- 2008 & 2007 American Public Transportation Association Ad Wheel Grand Prize Awards
- 2008 Thurston County Green Business Award
- 2003 Washington State Department of Ecology Environmental Excellence Award
- 2002 Governor's Commute Smart Award

## System Facilities

Intercity Transit operates:

- A fleet of 101 buses (68 coaches, 33 Dial-A-Lift vans) and 230 vanpool vans
- Five transit centers
- 937 bus stops, 224 bus shelters and 3 park & ride lots
- Bike racks and accessible features on all buses
- All buses fueled by cleaner-burning biodiesel
- Amtrak Centennial Station
- Headquarter Facility

## Budget

Intercity Transit's 2011 operating budget is \$31.4 million, with a capital budget of \$9.9 million.

## Operating Background

Intercity Transit has been serving the community for 30 years and provided over 80 million rides for area residents and commuters. We employ about 290 people.

## Intercity Transit Authority

The Intercity Transit Authority, the governing body for Thurston County's transit agency, consists of five elected officials who represent the Cities of Olympia, Lacey, Tumwater, and Yelm and Thurston County. Three citizen-at-large members also serve on the Authority, as well as a labor representative. The Citizen Advisory Committee, a 19-member citizen advisory panel, provides input to the Authority.

## Contact Us

Customer Service Center, 360-786-1881 / 1-800-287-6348  
or [customerservice@intercitytransit.com](mailto:customerservice@intercitytransit.com)

E-mail, [tellus@intercitytransit.com](mailto:tellus@intercitytransit.com)

Website, [www.intercitytransit.com](http://www.intercitytransit.com)

Administrative Offices, 360-786-8585