

INTERCITY TRANSIT

2025–2030 Transit Development Plan



INTERcity TRANSIT

Prepared by: Intercity Transit Development Department

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Intercity Transit complies with all federal requirements under Title VI, which prohibits discrimination on the basis of race, color, or national origin.

If you have any questions concerning this policy or practice please, contact: Intercity Transit, 510 Pattison SE (physical address), PO Box 659 (mailing address), Olympia, WA 98507 or by calling the agency's Title VI Officer, Peter Stackpole at 360-786-8585 or email at TitleVI@intercitytransit.com.

This document can be made available in other accessible formats. Please contact Customer Service at 360-786-1881 or outside Thurston County at 1-800-287-6348 TTY at 360-943-5211, Fax at 360-943-8760, or customerservice@intercitytransit.com.

Introduction

In accordance with RCW 35.58.2795, Intercity Transit has prepared and submitted this Transit Development Plan (TDP) for the years 2025 through 2030. The purpose of the TDP is to summarize the major or significant events that affected delivery of transit services in the Thurston County Public Transportation Benefit Area (PTBA). Additionally, this document illustrates projected changes in local transit services during the next five years based on known facts and forecast trends. The methods and strategies proposed by Intercity Transit staff and endorsed by the Authority are necessary to fulfill the provisions contained in our Mission and Vision statements as described in this plan under Element 1 below.

Element 1 –Public Hearing and Distribution

Required element 1 – Conduct at least one public hearing about the transit development plan’s contents. Identify within the plan the date(s) of the hearing(s) and whether your governing body took any action to approve the plan.

Intercity Transit Authority Board Members (2025)

Carolyn Cox — *Chair, City of Lacey*

Sue Pierce — *Vice Chair, Community Representative*

Justin Belk— *Community Representative*

Wendy Goodwin — *Community Representative*

Brian Hess — *City of Yelm*

Carolina Mejia — *Thurston County*

Mark Neuville — *Labor Representative*

Robert Vanderpool — *City of Olympia*

Kelly Von Holtz — *City of Tumwater*

Emily Bergkamp – *General Manager*

Mission Statement

To provide and promote transportation choices respectful of the safety, comfort, and diverse needs of all our customers, to support an accessible, sustainable, livable, healthy and prosperous community.

Vision Statement

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 providing inclusive and exceptional transit services that enhance the quality of life for all in Thurston County.

Public Participation Process and Public Hearing

Public comment is encouraged with each annual update of the TDP between July and August. The public hearing was held Wednesday, July 16, 2025, at the Intercity Transit Authority meeting, 510 Pattison St SE, Olympia, Washington 98501. Notice of the public hearing was published in the Olympian newspaper. Public comments could be made at the public hearing and at any time up to the approval of the plan. Comments could also be made by emailing Planning@intercitytransit.com or by calling Customer Service at 360-786-1881.

Plan adoption

The Authority Board of Directors adopted the 2025-2030 Transit Development Plan on **August ##, 2025**

Distribution

Following final Authority adoption, this Plan was made available at intercitytransit.com. Electronic copies were distributed to the Washington State Department of Transportation (WSDOT), Washington State Transportation Improvement Board, Thurston Regional Planning Council (TRPC), Thurston County, as well as the Cities of Lacey, Olympia, Tumwater, and Yelm.

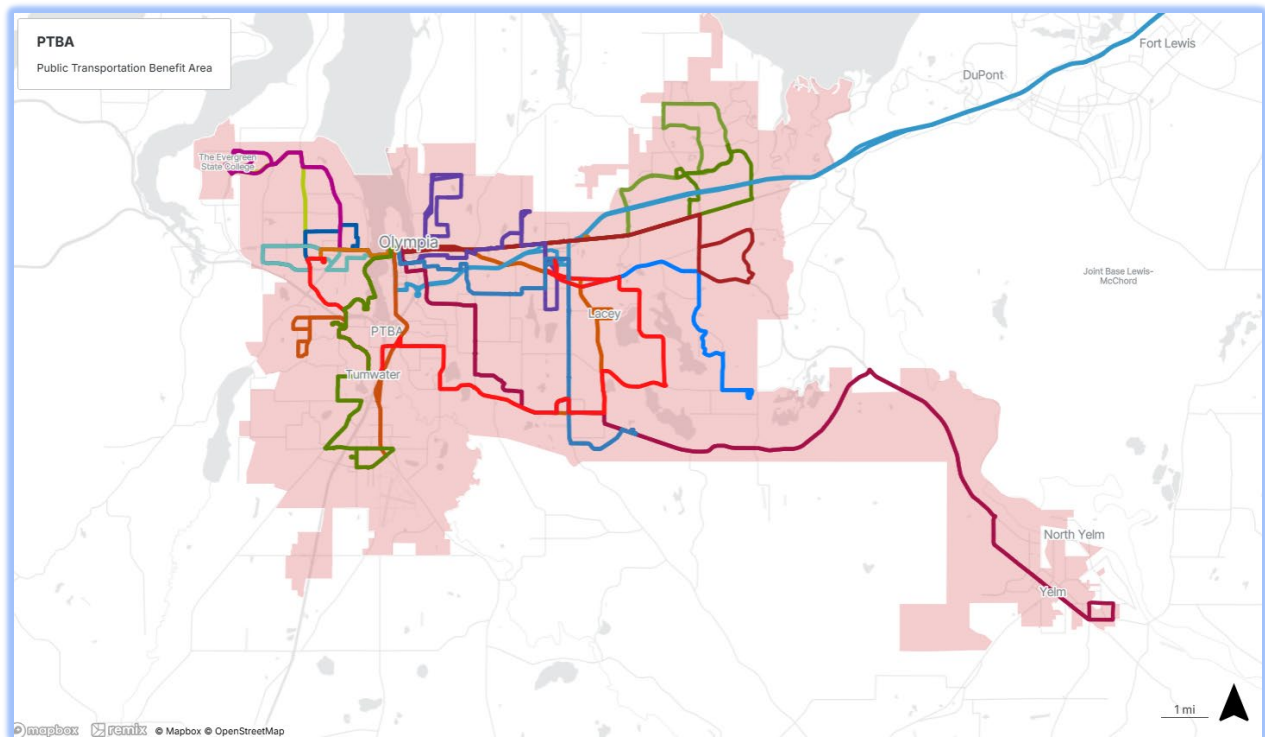
Element 2 – Description of Service Area, Operations & Facilities

Required element 2 – Include a broad overview of your public transportation system, including services, equipment and facilities, and intermodal connections.

Service Area

Intercity Transit (IT) is a municipal corporation that provides public transportation for people who visit, live, and work in the cities of Olympia, Lacey, Tumwater, and Yelm, an area of approximately 101 square miles. IT operates fixed-route bus service, a door-to-door service for people with disabilities (Paratransit), a Vanpool program, specialized van programs (Village Vans), and are active in community partnerships. IT also operates commuter bus fixed-route service that serves the Lakewood 512 Park & Ride. This park & ride is also served by Pierce Transit and Sound Transit to make further connections into Tacoma and Seattle including the SEATAC airport.

The Thurston County Public Transportation Benefit Area (PTBA), a designated geographic area authorized to impose taxes to fund public transportation, was established in September 1980, as authorized by Washington State law, RCW 36.57A. The current PTBA boundary is shown on the map below (in pink) along with the current fixed-route network:



Agency History

September 1980

Voters from Olympia, Lacey, Tumwater, and the surrounding urban area, approved the collection of a local sales tax of 0.3% for the PTBA. On January 1, 1981, the PTBA Authority formally assumed control of local transit services previously operated through an intergovernmental agreement between the cities of Lacey, Olympia, and Tumwater.

May 1992

Further expansion of the Intercity Transit service area occurred and Thurston County voters outside of the urbanized area approved the 0.3% sales tax to support the expansion of the PTBA to include all of Thurston County. The expansion included several south county cities and towns as well as the rural areas of unincorporated Thurston County.

1995 – 1999

Local sales tax revenue slowed, which resulted in the gradual reduction of bus service as a way of balancing operating costs with available revenues. A local ballot measure that proposed a 0.2% increase in the transit sales tax necessary to preserve service as well as a modest expansion failed to pass in March 1999. The result was an 8% reduction in existing bus service. Moreover, the passage of statewide Initiative No. 695 in November 1999 removed Motor Vehicle Excise Tax (MVET) revenue for transit use.

2000 – 2002

The loss of MVET funding resulted in a 40% decrease in revenue and required a 42% service reduction in February 2000. In early 2002, a Public Transportation Improvement Conference, which included the local jurisdictions in Thurston County, was held and the results included the establishment of the current service boundary, which contains the urbanized areas of Olympia, Lacey, Tumwater, and Yelm. In September 2002, voters within the new boundary approved a 0.3% increase to the local transit sales tax, raising the rate to 0.6%. which took effect in January 2003.

2003 – 2005

Incremental service increases began over three phases. Both Phase 1 (February 2003) and Phase 2 (September 2004) included a 15% increase in service hours. A new corporate logo, bus graphics, and uniforms were also introduced in 2004. During 2005, the focus shifted to rebuilding the fleet, updating operational software and systems, improving facilities, improving the accessibility of shelters at bus stops, and completing market research and ridership studies.

2006 – 2007

A three-phase increase in service hours was implemented, exceeding 15% in expansion. A new circulator route called “Dash” began operating between the Capitol Campus and downtown Olympia. A fixed-route Short- and Long-Range Service Plan was completed in 2006, and 26 expansion vanpools were acquired. The installation of a communications system with advanced digital radio, Automatic Vehicle Location (AVL) tracking, automated stop announcements, and Automatic Passenger Counters (APC) was completed in 2007 as well as the implementation of a new multi-year service plan. A small increase in service hours was implemented as well as upgrades to the fleet, including 23 new coaches (five were expansion), three paratransit Dial-A-Lift vehicles and 44 vanpools (27 were expansion). Total system boardings in 2007 increased 12% above 2006. Intercity Transit completed a state-funded Trip Reduction program. IT staff launched outreach efforts that engaged over 1,000 participants in the annual Bicycle

Commuter Contest. Furthermore, a new education program, “Smart Moves,” for middle and high school students, was launched with great success.

2008 – 2009

An 11% increase in service hours brought new local service enhancements and introduced 15-minute service on major corridors. Expansion of the Martin Way Park & Ride Lot in Lacey began and the installation of on-board security cameras for the fleet was completed. System-wide ridership exceeded a record 5.1 million boardings in 2008 as fuel prices nationwide climbed to an average of \$3.50 per gallon. Intercity Transit received two national awards in 2009: the American Public Transportation Association’s (APTA) “Outstanding Public Transportation System” for medium-sized systems, and Federal Transit Administration’s (FTA) “Success in Enhancing Transit Ridership.” The Martin Way Park & Ride expansion increased parking stalls from 138 to 319 stalls. Major market research and ridership studies were conducted as well. Also, during this time, IT staff completed a master site plan for the expansion of the operations base, as well as an updated plan for the Olympia Transit Center (OTC) expansion project. Grants were received to construct a 300-stall park and ride lot at the Thurston County Waste and Recovery Center, soon to be named the Hawks Prairie Park & Ride. Safe Routes to Schools-funded program for bicycling youth was introduced at several local schools. Furthermore, the base bus fare was increased from \$.75 to \$1.00 during this time.

2010 – 2011

In 2010, the agency acquired six new hybrid-electric replacement coaches. Local voters also approved a 0.2% increase in local transit sales tax, raising the rate to 0.8%. A discounted bus pass pilot program began to help local non-profit and human-service agencies with their clients' transportation needs. Commute Trip Reduction (CTR) law changes significantly increased the number of affected worksites in Thurston County, and Intercity Transit celebrated its 30th anniversary in 2011. The agency was selected by the FTA to receive ISO 14001-certified Environmental and Sustainability Management System (ESMS) training, which resulted in a new ESMS program. ISO 14001 is the internationally recognized standard for environmental management systems. Major capital facility projects for the Olympia Transit Center (OTC), Pattison Operations Base, as well as the Hawks Prairie Park & Ride continued during this time. A Paratransit Dial-a-Lift client survey was completed, and the agency hit a record 5.3 million boardings, including fixed-route ridership of 4.5 million. An online trip planner, as well as a regional application for "next bus" information were implemented.

2012

Intercity Transit became the first transit system in the country to be awarded "Gold Level" APTA Sustainability Commitment status. Innovative programs were continued, including Smart Moves youth outreach and Bike PARTners, a program that supported healthy commutes to schools. The Bicycle Commuter Contest celebrated its 25th anniversary, and adult bus fares increased 25% on fixed-route service and Vanpool fares increased 10%. The discounted pass program, which began in 2010, was approved for future years; however, new federal legislation passed by Congress called Moving Ahead for Progress in the 21st Century Act (MAP-21) removed important discretionary funding for buses and bus facilities.

2013

The new 332-stall Hawks Prairie Park & Ride Lot officially opened in Lacey and received the American Public Works Association “Project of the Year” for Washington State. The agency earned ISO 14001 Certification for Sustainability and Environmental practices. At the time, IT was one of only nine transit systems in the country to have received the award. Two grant-funded demonstration “Express” routes were implemented to offer commuter service between Tumwater and Lakewood as well as limited peak service between Olympia and Seattle that connected to Sound Transit service. Local base bus fares increased from \$1.00 to \$1.25.

2014

A new youth outreach program called ‘Walk N Roll’ along with Bike PARTners continued to grow and the popular programs were adopted at every school district within the service area. Computer servers were relocated to a state agency in Olympia as part of a technology enhancement project, which significantly reduced safety issues and on-site remodeling needs. Intercity Transit received the Thurston County Chamber of Commerce “Green Business of the Year Award,” and ridership growth began to stabilize — recording a modest 1% percent annual increase in fixed-route ridership. This became the agency’s third-highest ridership year.

2015

The ‘Walk N Roll’ program continued to grow. Four bus shelters were installed, and 30 bus stops received accessibility enhancements throughout the PTBA. Intercity Transit Travel Trainers assisted 72 individuals, coaching them to use bus service safely and confidently, and Intercity Transit was awarded the first-ever statewide Grand Champion honor at the annual State Public Transportation Roadeo competition.

2016-2017

In partnership with the City of Tumwater, Intercity Transit received a regional grant to improve pedestrian accessibility and safety at the Tumwater Square transfer station. In 2016, the 29th annual Bicycle Commuter Contest, sponsored by Intercity Transit, set a record of over 107,990 miles traveled by 1,853 registrants and 112 teams, reducing an estimated 54 tons of Carbon dioxide (CO₂). IT’s sustainability program was recertified and met the ISO 14001 – 2015 Standards, remaining one of a few public transit systems in the country to do so.

2018

A significant public outreach effort, labeled the “Road Trip,” was completed, and the results of the outreach were included in the completion of a Short- and Long-Range Plan. Short-range elements of the plan, which included several route restructures and timepoint changes, were implemented in September, while the long-range elements of the plan were adopted by the Authority Board in November. This followed the successful passage of the Proposition 1 voter initiative that increased the local transit sales tax from 0.8% to 1.2%.

2019

In early 2019, Intercity Transit continued efforts to implement the service elements approved as part of Proposition 1, including: “Change the way fares are paid.” During the late winter and spring of 2019, Intercity Transit completed a comprehensive technical evaluation of the fare policies and structure. The evaluation reviewed operational, capital, and revenue aspects of Intercity Transit’s fare policy and equipment lifecycle, as well as access to other regional transit systems. IT also reviewed the fare policy

through the Title VI equity lens and also considered community goals. Following review of the study including additional outreach with key stakeholders, Intercity Transit presented the public with the “zero-fare” demonstration project. As part of the 2019 budget process, Intercity Transit, citing significant community benefits consistent with the approval of Proposition 1, adopted a resolution suspending fare collection for fixed-route and DAL service thereby implementing a five-year zero-fare demonstration project, effective January 1, 2020. Service expansion, consistent with the Long-Range Plan, continued in 2019 with a 13% expansion of fixed-route service that yielded a 7% increase in ridership. In November, Intercity Transit implemented a Bus Rapid Transit (BRT) demonstration route called *The One*. The “BRT-lite” project operated from the Martin Way Park & Ride in north Lacey, to the Capital Mall station in west Olympia. The route, which features fewer stops and shorter dwell times, took an estimated 30 minutes to complete a one-way trip. This was a fraction of the time it took to operate the same trip using traditional fixed-route bus service. Progress on major capital programs including fleet expansion and replacements (24 new coaches) and construction on a major expansion of the downtown Olympia Transit Center was on schedule for completion toward the end of 2019.

2020

During the first two months of 2020, Intercity Transit’s ridership was up nearly 40% from the same two-month January and February time period a year prior. This was likely due, in part, to Intercity Transit’s elimination of bus fares (“zero-fare” demonstration project) in January 2020. On March 12, however, IT began making incremental reductions to bus service due to the COVID-19 pandemic. On April 13, IT halted fixed-route bus service completely and instead offered advance reservation service for essential trips only. Examples of essential trips included those passengers needing to get to jobs at area hospitals or trips to grocery stores. The advance reservation service was supplemental to IT’s Dial-A-Lift paratransit service, which continued to operate. On June 21, IT began a gradual resumption of bus service and required riders to wear masks and social distance while riding on buses. As a result of these emergency service changes, IT’s systemwide bus ridership plummeted 38.7% through the first half of 2020 compared to the same period a year prior. At the end of 2020, IT’s fixed-route bus service was about 42% of pre-pandemic levels (before March 2020).

2021

IT continued to operate reduced levels of service due to the ongoing COVID-19 pandemic. Increased employee retirements and resignations, combined with unprecedented Operator absenteeism, forced Intercity Transit to continue to provide reduced levels of service. A robust focus on recruitment and hiring new classes of Operators was initiated; however, low staffing levels continued into 2022. Gains were made compared to 2020, but fixed-route service hours remained less than 79% of pre-pandemic levels. Most reductions in service were in late night span by eliminating *Nightline* service (targeted late-night service between OTC and Evergreen State College), as well as reduced frequency on secondary routes serving local neighborhoods and, on the Olympia, *Express* (inter-county) service. *The Dash* route and *Nightline* service remained suspended indefinitely and service on *The One* (BRT demonstration route) was provided intermittently as labor resources were available. An extension of the five year “Zero-Fare” demonstration project, which began on January 1, 2020, was authorized and the revised end date was moved to either January 1, 2028, or a date three years following the full return of pre-pandemic fixed-route service (271,000 annual revenue service hours), whichever comes first.

2022

As with 2021, fixed-route service in 2022 remained reduced when compared to service levels prior to the onset of the COVID-19 pandemic. Aggressive efforts to recruit, hire and train multiple classes of

Operators allowed for a modest restoration of pre-pandemic service. Intercity Transit ended the year having delivered approximately 15,000 more hours of fixed-route service when compared to 2021, a net increase of 7.8%. Dial-A-Lift service by comparison delivered 78,956 hours of revenue service in 2022, an amount nearly identical to the 78,734 hours provided in 2021. Fixed-route ridership in 2022 began to indicate a positive return as average weekday boardings grew 23% compared to 2021 and boardings per revenue service hour increased nearly 15% when compared to 2021. Despite the gains, total fixed-route ridership remained near 60% of pre-pandemic levels. Dial-A-Lift ridership in 2022 was 12.8% higher than 2021. Intercity Transit's Vanpool service implemented a flat fare policy as part of a 5-year pilot intended to simplify fares. Beyond service, in late 2022 Intercity Transit celebrated the long-awaited completion of the new Pattison Base Administration and Operations Facility. The Pattison site remained in a transformative state as construction progressed to the southern parcel, a focused project intended to remodel the Maintenance building for continued use into the future with a particular readiness for anticipated shifts toward alternatively fueled vehicles and related fuel delivery systems.

2023

Service restoration progress continued with the goal of restoring pre-pandemic service hours. Successful hiring and retention efforts allowed for restoring 16,945 fixed-route service hours in 2023, or an increase of 8.3%. At year end, fixed-route revenue hours totaled nearly 240,000, reflective of a 92% restoration of pre-pandemic volumes. Ridership on fixed-route service improved 20% compared to 2022 annual boardings and approximately 85% of pre-pandemic ridership activity. Dial-A-Lift implemented a new scheduling software program, Via, intending to improve operating efficiencies of the shared ride service.

2024

The most significant change in 2023-2024 for Intercity Transit, based on the 2020 Census, is the Olympia-Lacey area is now considered a large Urbanized Area (UZA) (200,000+ in population). This change impacts Intercity Transit as FTA requirements for transit agencies serving large UZAs are more stringent. As of the Federal Fiscal Year 2024 starting Oct. 1, 2023, Intercity Transit became eligible to receive Sections 5307, 5310, 5337, and 5339(a) formula funds because of the new designation. Intercity Transit also had its required FY2024 FTA Triennial Review. The review looked at 22 specific areas to verify that IT is following all FTA requirements and includes a two day in person visit. The review was completed and went very smoothly. The next Triennial Review will be in 2027.

All-door boarding returned in February 2024. During the COVID-19 pandemic, IT asked passengers to board using the rear doors unless there were accessibility needs. Passengers were allowed to board through the front door again to reduce congestion when boarding and disembarking. The Martin Way Park & Ride "flyer" stop was opened, speeding up boarding and travel times on commuter Route 620. Onboard announcements were improved based on sight impaired community feedback, making announcements easier to understand. Olympia Transit Center improvements that enhanced pedestrian safety and accessibility, and improved boarding accessibility were completed. IT's Title VI plan was updated with first-time definitions of a major service change (required due to new UZA designation), as well as policies for measuring and determining racial disparities.

The September 2024 service change marked the final step in a series of 17 incremental adjustments that began in June 2020, to restore our service levels to those before the COVID-19 pandemic. That change exceeded pre-pandemic service levels, reaching 102% of the service provided prior to the pandemic. Several routes had frequency increases in 2024, including Routes 21, 45, 47, 60 and 620. Weekday and weekend late night service was added back to several routes including Routes 12, 13, 41, 62A, 62B, 65,

and 66. The Evergreen State College “Nightline” Route 41 service returned while school was in session. Annual fixed-route boardings totaled 4,242,911, a 19% increase over 2023 (3,463,390 boardings).

Facilities 2024

Intercity Transit directly operates several facilities, including:

- Olympia Transit Center (OTC)
- Lacey Transit Center (LTC)
- Pattison Base Administration and Operations Facility

Other facilities are administered jointly with other governmental entities:

- Centennial Amtrak Station
- Martin Way Park & Ride: WSDOT
- Hawks Prairie Park & Ride: Thurston County

All maintenance, administration and dispatch functions are performed from the Pattison base. In 2005, Intercity Transit purchased property adjacent to the Pattison base with the intent of expanding the facility to better accommodate agency growth. In 2012, a nearby office space was leased to provide necessary workspace relief. In 2017, the Pattison base expansion project (Phase 1) began with final design and replacement of existing underground fuel storage tanks. Through 2023, Intercity Transit continued to receive state and federal funding to support the completion of the Pattison base expansion and rehabilitation project. Construction on the north portion of the site began in 2020 and reached substantial completion in late 2022. The new employee parking lot was completed and opened for employees to use. However, the Pattison base remains under construction as rehabilitation of the existing maintenance building and final site work continued in 2024 on the south part of the site.

Service Description 2024

During 2024, Intercity Transit provided a variety of transportation services to benefit the residents and visitors of Thurston County including fixed-route bus service, Paratransit service, and Vanpool service.

View Intercity Transit fixed-route system map at: intercitytransit.com/bus/system-map and shown below:



Fixed-Route Bus Service

In response to the COVID-19 pandemic, Intercity Transit significantly decreased its systemwide fixed-route bus service during 2020. This decreased the number of routes from 22 to 18. By the end of 2023, Intercity Transit had restored roughly 92% of pre-pandemic service. The complete restoration of service volumes to 102% of pre-pandemic service levels happened in September 2024 (19 routes operated). Hours of service (service span) expanded in September 2024 and are generally 5:19 a.m. to 12:34 a.m. on weekdays, and 6:39 a.m. to 12:34 a.m. on weekends. No service is provided on three national holidays (New Year's Day, Thanksgiving Day, and Christmas Day) annually.

- **Ridership:** In 2024, Intercity Transit recorded 4,242,911 fixed-route boardings, an increase of 19% compared to 2023.
- **Routes:** In 2024, Intercity Transit operated 19 routes, one of which connects Thurston County to Pierce County, commuter Route 620. Below is a list of routes operated in 2024 along with the service frequency:

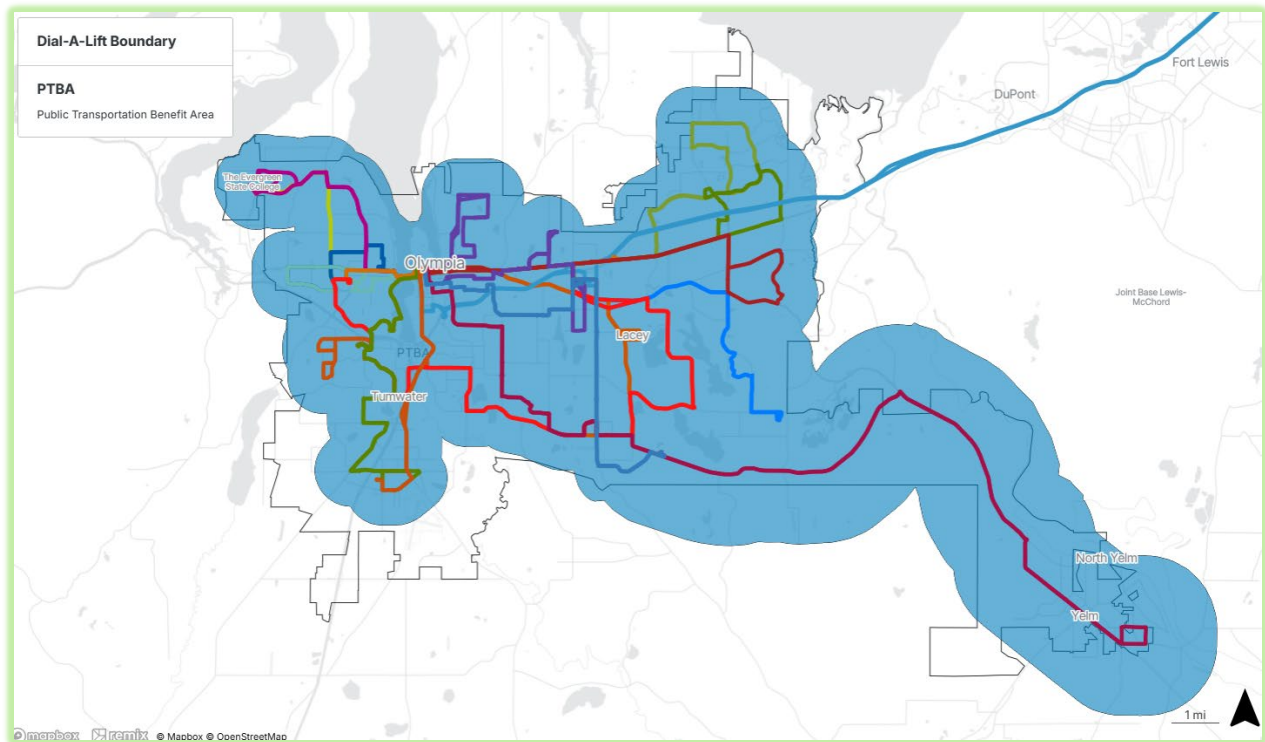
Route	Weekday Frequency	Weekend Frequency
ONE	15 minutes	Did not operate
12	30 minutes	30 minutes
13	15 minutes	30 minutes
21	30 minutes	60 minutes
41	30 minutes	30 minutes
42	45 minutes	Did not operate
45	30 minutes	60 minutes
47	30 minutes	60 minutes
48	30 minutes	30 minutes
60	30 minutes	60 minutes
62A	30 minutes	30 minutes
62B	30 minutes	30 minutes
64	30 minutes	30 minutes
65	30 minutes	30 minutes
66	30 minutes	30 minutes
67	60 minutes	60 minutes
68	30 minutes	30 minutes
94	30 minutes	30 minutes
620	Variable (30-60 min.)	Variable (45-60 min.)

Zero-Fare Program

Intercity Transit stopped collecting fares for fixed-route and Dial-A-Lift trips in January 2020, the start of a multi-year "Zero-Fare" demonstration project. In 2021 an extension of the five-year project was authorized. The Authority plans to continue the zero-fare demonstration project through Jan. 1, 2028. Zero-fare is also reviewed as part of Intercity Transit's annual Strategic Planning and budgeting process to assess the benefits and the value it brings to the community.

ADA Complementary Paratransit Service

Dial-A-Lift is the brand name of Intercity Transit's complementary ADA Paratransit program, which provides door-to-door transportation for people with eligible limitations that prevent reasonable access to the fixed-route bus service. Dial-A-Lift hours of operation reflect all fixed-route bus service, which includes no service on three national holidays (New Year's Day, Thanksgiving Day, and Christmas Day). IT Paratransit service serves areas within $\frac{3}{4}$ to $1\frac{1}{2}$ miles of a fixed-route within the PTBA. The map below shows the 2024 Dial-A-Lift boundary in blue in relation to the PTBA boundary.



- **Ridership:** In 2024, Intercity Transit recorded 132,961 Dial-A-Lift trips, a 0.5% decrease when compared to 2023.

Intercity Transit's Travel Training and Bus Buddy programs work with individuals to transition from Dial-a-Lift service to fixed-route service. The Travel Training program is a free service that provides self-paced instruction to help passengers who can use regular bus service become familiar with local public transportation options. The program helps people learn how to plan a bus trip, read maps and schedules, make transfers, and get to and from bus stops among many other lessons. The Bus Buddy program provides free, one-on-one assistance for people who want a little extra help riding the bus. Volunteer "Bus Buddies" share their knowledge of riding the fixed-route bus system while providing excellent customer assistance skills to riders.

Village Vans

In 2002, Intercity Transit began a grant-funded service called Village Vans to operate four vans, driven by volunteers, intended to help meet work-related transportation challenges for individuals and families living in poverty.

Village Vans is an innovative program that leverages partnerships with Thurston County service agencies whose programs help jobseekers and families that are low-income; we partner with Coastal Community Action Program, Department of Social and Health Services, WorkSource Thurston County, among others. Over 17 years, Village Vans averaged 5,633 trips a year and the fleet grew to six vans.

Throughout 2020 and 2021, service was periodically suspended. Village Vans staff assisted the demand-response temporary service called Advanced Reservation; an alternative transportation option provided to the community to support transportation needs during the COVID-19 lockdown. Village Vans service was reinstated in July 2021.

From reinstatement to the end of 2024, Village Vans averaged 3,004 trips a year. In late 2023, Village Vans reconnected with the Community Jobs WorkFirst program, under new management by Coastal Community Action Program. This partnership has been the greatest source of drivers and program assistants. In 2024, two Community Jobs WorkFirst participants were placed with Village Vans and one volunteer was hired as a Coach Operator at Intercity Transit.

Vanpool Service

At the end of 2024, there were 155 Intercity Transit commuter vanpools in operation throughout the Puget Sound Region, a decrease of 4% compared to the year prior (2023 ended with 161 vanpools). However, the average number of vanpool groups for 2024 was 153, which is an increase of 15% from 2023.

Intercity Transit staff promote the Vanpool program to employers and individuals, facilitate group formation, and provide defensive driver training. Vanpool groups lease the vehicles on a monthly mileage basis and operate the vehicles as volunteers, independent of other Intercity Transit services. Vanpools are generally in service on weekdays from 1:57 a.m. to 11:47 p.m. It is important to note that one end of a vanpool trip needs to begin or end within the PTBA.

- **Fares:** 28% of the operating costs were recovered in 2024.
- **Ridership:** In 2024, Intercity Transit recorded 202,666 vanpool trips, which was an increase of 7% from 2023. Vanpool trips totaled 188,864 in 2023.
- **Ride matching:** Intercity Transit provides online ride matching on our website. Commuters enter their commute information to find active vanpools that may serve them.

Service Connections 2024

In 2024, Intercity Transit provided connections with six other regional public transit operators, as well as Greyhound, FlixBus, and Amtrak rail service:

Regional Transportation Operators

- **Grays Harbor Transit (GHT):** GHT currently provides service between Aberdeen and west Olympia via the Olympia Transit Center.
- **Mason Transit Authority (MTA):** MTA currently provides service between Shelton and west Olympia via the Olympia Transit Center.
- **Pierce Transit (PT):** Intercity Transit's *Olympia Express* service connects with PT's local service in Lakewood (Lakewood Station and SR 512 Park & Ride lot).

- **Sound Transit (ST):** Intercity Transit's *Olympia Express* service connects with Sound Transit service in Lakewood (Lakewood Station and SR 512 Park & Ride lot). From these locations, riders can transfer to *Sounder* passenger rail service, or ST Express buses, with service destinations that include Tacoma, Seattle and Sea-Tac Airport.
- **Amtrak:** Intercity Transit Routes 64 and 94 provide regular service seven days a week to the Olympia-Lacey Centennial Station, which offers access to 10 passenger rail trips each day.
- **Greyhound:** Connections to and from Greyhound bus service are available at the downtown Olympia Transit Center.
- **FlixBus:** Connections to and from FlixBus service are available at the downtown Olympia Transit Center. FlixBus is a private, regional and international bus service with a large network of destinations throughout the Pacific Northwest. FlixBus currently provides two daily morning direct trips to Sea-Tac Airport from OTC as well as two afternoon trips from Sea-Tac Airport to OTC.
- **Rural Transit (RT):** Connections between Intercity Transit fixed-route service and RT service are available primarily at the Tumwater Square stops. RT provides basic fixed-route service throughout southern Thurston County and is managed by the Thurston Regional Planning Council (TRPC).
- **Lewis County Transit:** Connections between Intercity Transit fixed-route service and Lewis County Transit, (formerly Twin Transit) service are available at the Olympia Transit Center and the Washington State Labor & Industries office building in Tumwater. Lewis County Transit provides public transit options throughout Lewis County located south of Thurston County.

Park & Rides

Intercity Transit fixed-route service is available at the following park & ride lots:

- **Martin Way Park & Ride**
 - Routes 62A, 62B, 65, 620 and *The One*
- **Hawks Prairie Park & Ride (north Lacey)**
 - It is a short walk northwest to access Routes 62A and 65 at the Willamette at Hogum Bay Rd bus stop on Willamette Dr NE from the Hawks Prairie Park & Ride. It should be noted that a new commuter fixed-route will serve this park & ride later in 2025. Several other new routes will serve this facility starting in mid-2026, providing new connections throughout Lacey and Pierce County, including connections to Joint Base Lewis-McChord (JBLM).
- **Centennial Station (Amtrak)**
 - Routes 64 and 94
- **SR 512 Park & Ride (Lakewood)**
 - Route 620

Educational Sites

Intercity Transit provides regular fixed-route bus service to the Olympia and Lacey campuses of South Puget Sound Community College, Saint Martin's University, and The Evergreen State College. Additionally, fixed-route buses serve many public and private high and middle schools throughout the service area.

Walk N Roll

Intercity Transit's Walk N Roll education program increases independence, improves safety, and inspires a healthy lifestyle by making walking, biking, rolling and riding public transit more accessible to people of all races, ages, incomes and abilities. Walk N Roll highlights from 2024 included:

- Partnered with local school districts to educate 538 youth about public transportation through presentations and Rolling Classroom field trips. Participants met a bus operator, toured a bus and learned why transit is important to our community.
 - Provided bike safety education to 57 middle and high school students who learned essential bicycle safety and maintenance skills through a series of hands-on activities and group bicycle rides on city streets. All participants received a refurbished bicycle, new helmet, and lock.
 - Helped eight schools organize monthly walk and bike to school events encouraging families to get to school using active transportation options.
 - Partnered with local organizations to offer Learn to Ride Classes that taught 104 youth and adults the skills needed to ride a bike for the first time.
 - IT representatives took Mobile Traffic Gardens to schools and summer camps teaching 3,395 youth bicycle and pedestrian safety skills. The traffic gardens are used to teach bicycle and pedestrian safety skills during physical education classes and are open to the public when school is not in session.
- Partnered with organizations that help people obtain permanent housing, gain employment, and earn a college degree to distribute 35 refurbished bikes to people in our community. Everyone also received a new helmet and bike lock.

Capital Activities 2024

Significant agency activity during 2024 continued with ongoing capital facility projects. The effort to limit agency use of non-renewable resources, reduce waste and pollution, promote public stewardship and protect the natural environment has been incorporated into training of all Intercity Transit staff.

Capital projects included the on-going construction of the Pattison base expansion and rehabilitation project, as well as continued bus stop enhancements intended to improve access and consistency in bus stop design and functionality. Highlights of effort during the year included:

- Intercity Transit was awarded federal and state grants to improve bus stop locations throughout the network. The project is currently in the 60% design phase and aims to improve the safety, accessibility and efficiency of approximately 145 stops throughout the PTBA.
- Smart Corridor and Transit Signal Priority technology came online at select intersections to collect data that will inform later phases of the project. The goal of the project is to provide operational efficiencies and develop bus corridors with fast, frequent, and predictable service.
- Intercity Transit secured grant funding to advance real-time signage at some facilities. This project will deploy electronic signage to help travelers make informed decisions about bus route options, support trip planning, and improve the overall transit experience by keeping riders updated with timely information. In 2024, the project team completed site feasibility assessments, developed a Concept of Operations to guide system design and deployment, and selected a vendor to provide the signage and enclosures. These accomplishments have positioned the project to move into the design phase, with construction and installation of signage and supporting infrastructure at the Olympia Transit Center planned for Summer 2026.

- A comprehensive assessment of Intercity Transit's legacy accounting software and related workflow processes is underway. The goal of the project is to prepare for the anticipated transition to an updated enterprise resource planning (ERP) solution.
- The Pattison maintenance building rehabilitation saw a big transformation to the south parcel. The contractor, Forma, completed infiltration galleries. The upper parking lot was completed and opened for staff parking. In addition, the temporary bus maintenance metal structure was completed, and the Inventory Department completed their move to this structure.
- In November 2024, IT staff kicked off the Zero Emissions and Hydrogen Master Plan with the contractor, Stantec Architecture. Data collection began to support the planned activities.

Element 3 – State and Agency Goals, Objectives, and Action Strategies

Required element 3 – Identify your priority goals, objectives and strategies for the current year and next five years. Identify which of your objectives and strategies support attainment of the transportation policy goals in RCW 47.04.280 and the Washington State Transportation Plan.

Intercity Transit goals, objectives and strategies are updated annually with the review and adoption of the Strategic Plan. Goals and end policies (or objectives and action strategies), taken from the Strategic Plan and its correlation to the transportation policy goals published in the Washington State Transportation Plan, are provided below.

Goal 1 – Assess the transportation needs of our community throughout the Public Transportation Benefit Area.

- *End Policy – Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.*

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to **ensure a prosperous economy**.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 2 – Provide outstanding customer service.

- *End Policy – Customers, staff and the broader community will report a high level of satisfaction.*

Relevant State Goal(s):

- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 3 – Maintain a safe and secure operating system.

- *End Policy – Focus on the continual improvement of the safety and security of all customers, employees and facilities.*

Relevant State Goal(s):

- *Preservation* – To **maintain**, preserve, and extend the life and utility of **prior investments** in transportation systems and services.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 4 – Provide responsive transportation options within financial and staffing limitations.

- *End Policy* – *Customers and staff will have access to programs and services that benefit and promote community sustainability, focused on serving the mobility needs and demands of our diverse community.*

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 5 – Integrate equity and sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan.

- *End Policy* – *Resources will be used efficiently to minimize the overall impact on the community and environment, and to the extent possible efforts will be pursued that integrate or otherwise align with broader equity and sustainability goals.*

Relevant State Goal(s):

- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Economic vitality*: To promote and develop transportation systems that stimulate, **support**, and enhance the **movement of people** and goods to **ensure a prosperous economy**.
- *Safety*: To provide for and improve the **safety and security of transportation customers** and the transportation system

Goal 6 – Encourage use of our services, reduce barriers to access and increase ridership.

- *End Policy* – *Educate and encourage community members to explore, appreciate and utilize the benefits of our services and programs while making the system easier to use.*

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 7 – Build partnerships to identify and implement innovative solutions that address mobility needs, access, and equity as a service provider and as an employer.

- *End Policy* – *Work with governmental entities, educational institutions, businesses, not-for-profit community partners, and customers to facilitate high-quality and inclusive mobility options as well as educational and socio-economic opportunities in our community.*

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Preservation* – To **maintain**, preserve, and extend the life and utility of **prior investments** in transportation systems and services.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

Goal 8 – Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations.

- *End Policy* – *Promote community, organizational and individual resiliency.*

Relevant State Goal(s):

- *Stewardship* – To continuously **improve** the quality, effectiveness, **resilience**, and efficiency of the transportation system.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State.
- *Economic vitality* – To promote and develop **transportation** systems that stimulate, support, and enhance the movement of people and goods **to ensure a prosperous economy**.

Element 4 – Local Performance Measures and Targets

Required element 4 – Identify performance measures and targets that you use to evaluate performance of your system.

On-Time Performance (OTP)

According to Intercity Transit Title VI Program 2024-2027. IT defines on-time as departing a published timepoint not before the scheduled time, and between zero minutes and five minutes after the scheduled time. All fixed route types have the same on-time performance standards. The service reliability standard is 90% of the buses at terminal departure points on all routes will be on-time. Additionally, on-time standards assume less than half a percent of trips should be missed or recorded as early.

Proposition 1 voter initiative included the #4 improvement, “Maintain On-Time Performance.” According to the initiative, IT will set aside a portion of its annual operating budget to ensure funds are available to put additional buses into service as congestion increases. This will reduce wait times and help preserve transit as a reliable alternative to single-occupancy commutes.

The table below shows the weekday 2024 and 2025 year-to-date (YTD) OTP by route comparison measured by departure time.

OTP % by Route 2024 & 2025 YTD Comparison		
Route	2024 Weekday	2025 Weekday
ONE	98.67%	99.12%
12	97.79%	99.02%
13	95.93%	97.11%
21	96.25%	94.92%
41	99.26%	99.17%
42	98.81%	99.56%
45	97.19%	97.45%
47	99.16%	99.15%
48	95.85%	97.65%
60	94.90%	96.48%
62A	98.04%	98.21%
62B	98.31%	97.01%
64	98.89%	98.99%
65	91.36%	94.56%
66	97.14%	97.25%
67	94.81%	86.83%
68	96.85%	97.50%
94	97.54%	98.38%
620	94.42%	94.78%

Safety

The following safety goals were adopted and published in Intercity Transit's *Public Transportation Agency Safety Plan* (PTASP) as of December 2022. The complete PTASP can be viewed at the following URL: intercitytransit.com/about-us/publications/Safety%20Plan

Goal 1 – Safety Management Systems (SMS) to Reduce Casualties/Occurrences.

Use a Safety Management Systems framework to identify hazards and mitigate risk to reduce injuries and property losses.

Goal 2 – Safety Management Systems (SMS) to Foster a Robust Safety Culture.

Foster agency-wide support for transit safety by establishing a culture that holds agency leaders accountable for safety and ensures all employees take an active role in securing transit safety. Cultivate a safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of agency leaders.

Goal 3 – Safety Management Systems (SMS) to enhance system reliability.

Provide safe and reliable transit operations by assuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

Transit Asset Management

The following are the agency's transit asset management targets, as contained in the 2024 National Transit Database (NTD):

<i>Rolling Stock – percent of revenue vehicles that have met or exceeded their useful life benchmark</i>		
Asset	2024 Performance	2025 Target
Bus	13.10%	10.00%
Cutaway	0.00%	0.00%
Minivan	64.95%	58.00%
Van	100.00%	100.00%
<i>Equipment – percent of vehicles that have met or exceeded their useful life benchmark</i>		
Asset	2024 Performance	2025 Target
Automobiles	60.00%	60.00%
Trucks and other Vehicles	35.00%	11.00%
<i>Facility – percent of facilities rated below 3 on the condition scale</i>		
Asset	2024 Performance	2025 Target
Passenger/Parking Facilities	0.00%	0.00%
Admin/Maintenance Facilities	25.00%	25.00%

Element 5 – Plan Consistency

Required element 5 – Identify steps that you have taken to ensure that your transit development plan is consistent with the local comprehensive plans adopted by cities, counties, and towns within your service area.

Intercity Transit works collaboratively with local and regional jurisdictions to coordinate the investment of transit services consistent with new and changing community needs. While the 2018 adopted Long Range Plan continues to be the primary guiding document, a vision of various service enhancements intended to address mobility patterns prior to the COVID-19 pandemic altered many aspects of life, specifically community travel patterns and land use development. As cities work to update their respective Comprehensive Plans, Intercity Transit will continue to share information, resources, and planning intentions in an overall cooperative effort to adapt to changes in land use development and transportation. One such intention is modifying commuter bus service in September 2025 and implementing a new fixed-route service network in May of 2026. These projects will require extensive dialogue with all jurisdictions within and outside IT's PTBA.

Jurisdictional Development Review

Intercity Transit serves as a stakeholder in jurisdictional development, providing review and correspondence in response to proposed development projects. Intercity Transit staff coordinate with public works departments, community development departments, landowners, professional architects, professional engineers, as well as other related stakeholders in the planning and development process.

Regional Transportation Planning

Intercity Transit coordinates with partners in the regional planning process administered by the Thurston Regional Planning Council (TRPC). Regional planning efforts include several active forums for cooperating on federal requirements and related grant funding opportunities.

Element 6 – Planned Capital Expenses

Required element 6 – *Present your planned capital expenses for the current year and next five years, including rolling stock, facilities, equipment and infrastructure.*

PROJECTS	FY2026	FY2027	FY2028	FY2029	FY2030	Total
Guideway (6100)						
PL-100 Martin Way Park and Ride Access Improvement	\$500,000	\$1,000,000	\$1,000,000			\$2,500,000
DEV-023 Smart Corridor Phase 4	\$1,317,133	\$500,000				\$1,817,133
PL-016 High Performance Transit - Bus Rapid Transit (BRT) Light	\$12,500,000	\$6,000,000	\$6,072,000			\$24,572,000
Total Guideway (6100)	\$14,317,133	\$7,500,000	\$7,072,000	\$0	\$0	\$28,889,133
Passenger Stations (6200)						
DEV-102 SPSCC Crosby Loop Bus Facility	\$1,517,780	\$1,517,780	\$1,517,780	\$1,517,780		\$6,071,120
FAC-157 Amtrak Centennial Station Restroom Remodel	\$80,000					\$80,000
FAC-156 Lacey Transit Center (LTC) Expansion & Restroom Remodel	\$500,000	\$50,000				\$550,000
FAC-163 Amtrak Centennial Station Roof and Sign Replacement	\$50,000		\$260,000			\$310,000
FAC-162 OTC2 Restroom Rehabilitation	\$600,000	\$100,000				\$700,000
DEV-101 West Olympia Transit Facility	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000		\$8,000,000
DEV-032 Northeast Lacey Operational Improvements	\$1,182,066	\$1,018,116	\$2,101,908	\$2,101,908		\$6,403,998
Total Passenger Stations (6200)	\$5,929,846	\$4,685,896	\$5,879,688	\$5,619,688	\$0	\$22,115,118
Administrative Buildings (6300)						
FAC-161 ADOPS Mechanical System Improvements	\$175,000	\$160,000				\$335,000
Total Administrative Buildings (6300)	\$175,000	\$160,000	\$0	\$0	\$0	\$335,000
Maintenance Buildings (6400)						
DEV-014 Pattison Maintenance Rehabilitation	\$8,141,641					\$8,141,641
MA-101 Fueling Equipment and Site Upgrades - Hydrogen Pilot	\$5,200,000	\$100,000				\$5,300,000
MA-100 Maintenance Facility Upgrades - Hydrogen Demonstration	\$520,000	\$100,000				\$620,000
MA-102 Alternative fuel infrastructure design	\$250,000		\$300,000			\$550,000
Total Maintenance Buildings (6400)	\$14,111,641	\$200,000	\$300,000	\$0	\$0	\$14,611,641
Revenue Vehicles (6500)						
VM-106 Vehicle Replacement Contingency	\$283,350	\$292,000	\$298,540	\$308,000	\$318,000	\$1,499,890
VM-102 Vanpool Replacement Vehicles	\$979,750	\$1,006,000	\$1,338,000	\$1,373,000	\$1,318,750	\$6,015,500
VM-100 Fixed Route Bus Replacement	\$13,230,000		\$18,232,594			\$31,462,594
VM-101 Demand Response Van Replacement	\$145,000	\$4,535,000				\$4,680,000
MA-104 Battery Electric (BEB) Coach Replacement	\$4,672,000					\$4,672,000
MA-103 Battery Electric (BEB) Dial-A-Lift Replacements	\$1,232,000					\$1,232,000
Total Revenue Vehicles (6500)	\$20,542,100	\$5,833,000	\$19,869,134	\$1,681,000	\$1,636,750	\$49,561,984
Service Vehicles (6600)						
VM-103 Non-Revenue Vehicles and Equipment	\$429,895	\$450,850	\$257,500	\$451,446	\$358,000	\$1,947,691
Total Service Vehicles (6600)	\$429,895	\$450,850	\$257,500	\$451,446	\$358,000	\$1,947,691
Communications & Information Systems (6800)						
VM-105 Vehicle Telematics	\$350,000					\$350,000
IS-104 ADOPS Audio/Visual Redesign	\$75,000					\$75,000
IS-101 Emergency Operations Center (EOC)	\$75,000					\$75,000
IS-103 ERP FTE Support	\$600,000					\$600,000
IS-103 Agency Enterprise Resource Planning (ERP) Software System	\$7,200,000					\$7,200,000
IS-102 Core Infrastructure and Communications	\$225,000	\$80,000	\$370,000	\$200,000	\$75,000	\$950,000
PL-015 Transit Center & Core Customer Info Navigation	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000		\$4,000,000
Total Communications & Information Systems (6800)	\$9,525,000	\$1,080,000	\$1,370,000	\$1,200,000	\$75,000	\$13,250,000
Other (6900) Furniture & Equipment						
FAC-160 Facility Capital Equipment and Improvements	\$450,000	\$250,000	\$200,000	\$200,000		\$1,100,000
VM-104 Maintenance Shop Equipment	\$602,040	\$100,000	\$100,000	\$100,000	\$100,000	\$1,002,040
DEV-030 Pattison Furniture, Fixtures, Equipment (FF&E) &	\$935,920	\$935,920				\$1,871,840
Total Other (6900) Furniture & Equipment	\$1,987,960	\$1,285,920	\$300,000	\$300,000	\$100,000	\$3,973,880
Other (6900) Shelters, Signs and passenger amenities						
PL-013 Bus Stop Facility Improvements	\$2,738,926	\$260,000	\$260,000	\$260,000		\$3,518,926
Total Other (6900) Shelters, Signs and passenger amenities	\$2,738,926	\$260,000	\$260,000	\$260,000	\$0	\$3,518,926
Total Projects	\$69,757,501	\$21,455,666	\$35,308,322	\$9,512,134	\$2,169,750	\$138,203,373

Element 7 – Planned Operating Changes

Required element 7 – Provide a yearly plan of changes to existing services that you have scheduled to occur within the plan horizon.

With the implementation of the September 2024 change in service, IT restored service to 102% of pre-COVID levels. 2025 continues a transition from pandemic-related restoration to community anticipated growth and expansion consistent with the Long-Range Plan and financial support of Proposition 1 passed by local voters in November 2018.

Short & Long-Range Plan, October 2018

Intercity Transit’s adopted Long-Range Plan provides the framework for technical review of current fixed-route services and a roadmap for future service enhancements. Enhancements to service captured in the Plan are representative of a robust public involvement process (IT Road Trip) that identified community priorities for future transit services and include the following:

- Bus Rapid Transit (BRT)
- Improved frequency to 30 minutes for most routes
- Improved span of service (i.e. hours of operation) to 11 PM
- Night owl service
- Expanded service to NE Lacey
- Expanded service via innovative service zones, or microtransit
- Enhanced service to Yelm
- Enhanced commuter service to Pierce County
- Enhanced bus stops and facilities

Many of the elements have been implemented into existing service including improved frequencies, late night service, a new route in NE Lacey (Route 65), and enhanced bus stops. 2025 through 2030 will continue Intercity Transit’s steady implementation of expansions and enhancements to bus service.

Enhanced Commuter service, September 2025

For years 2025 – 2029 Intercity Transit will receive financial support from a Washington State Regional Mobility Grant to operate commuter bus service between Olympia/Lacey and Lakewood. Service between the two counties will continue but beginning September 2025, it will be provided by two routes. One route will operate directly between the Olympia Transit Center (OTC) (including Capitol Way) and the SR512 Park and Ride, with stops at the Martin Way Park and Ride, and Lakewood Sounder Station. The second route will operate more like the existing Route 620, with service between OTC and the Lacey Transit Center (LTC), as well as new service in northeast Lacey including the Hawks Prairie Park & Ride; the second route will also include a new connection with the Pierce Transit Route 206 at Berkeley St. adjacent to Camp Murray and across I-5 from JBLM’s Madigan Gate. State grant funds are expected to run out in June 2029, in which may require the design of our commuter bus service to change in late 2029 or 2030.

System Redesign, May 2026

To better achieve remaining goals for expanded and enhanced service Intercity Transit will implement a comprehensive redesign of the fixed route network in May 2026.

BRT Implementation

Perhaps the most significant service enhancement in the Long-Range Plan is the implementation of Bus Rapid Transit (BRT). Traditional BRT lines are distinctive in their operation and appearance from non-BRT bus routes. For years 2026 – 2030 Intercity Transit will introduce “BRT-Lite” service between west Olympia and east Lacey. The frequent service is not expected to meet formal BRT standards which include strategic investments in infrastructure, intersections, technology, and buses for several years.

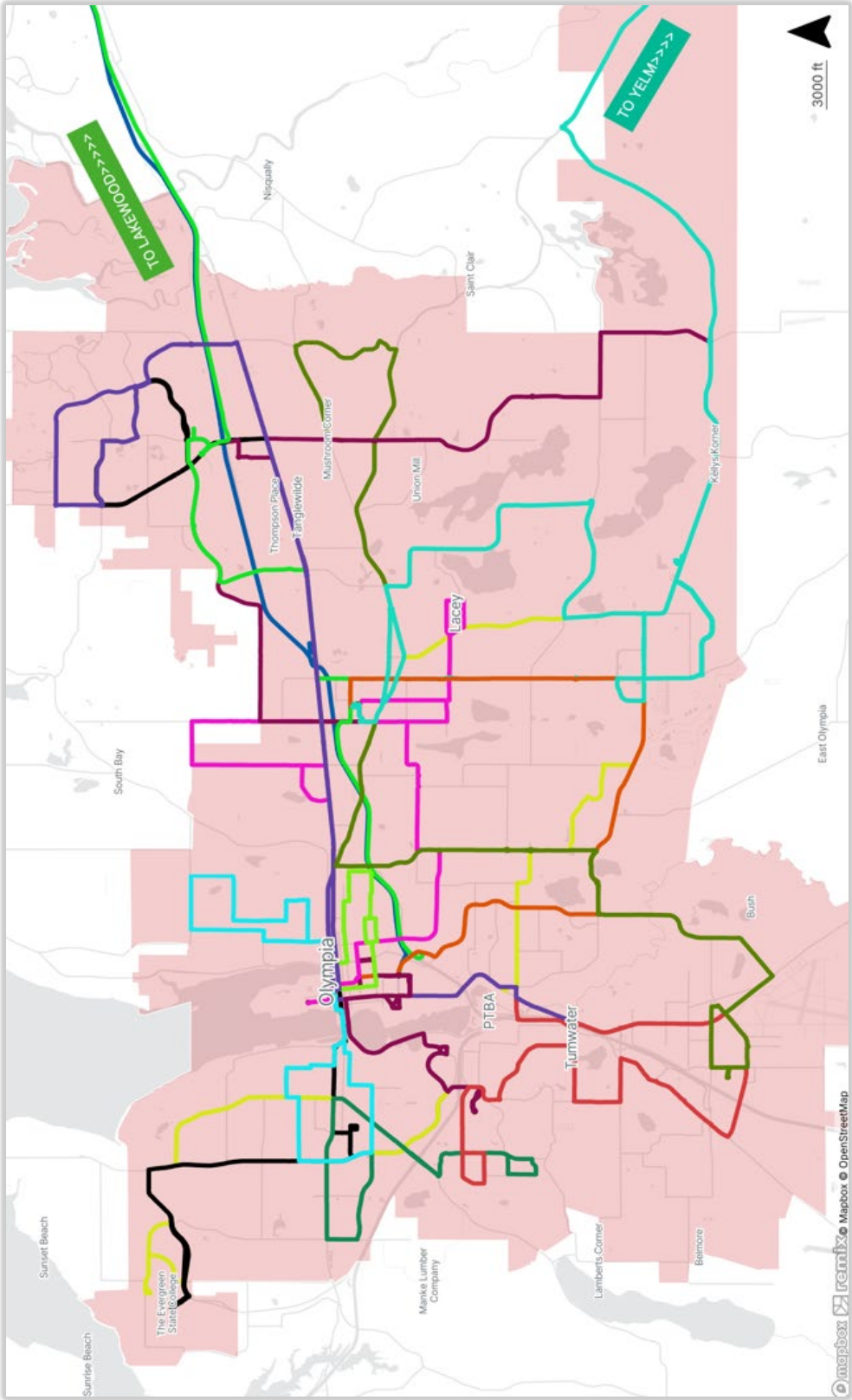
Local Routes

Anchored by a new BRT-lite cross-town route, legacy routes will be realigned to provide more direct travel and improve connections. The forthcoming 2026 network will fulfill many long-standing requests for service and reflects changes in area development. Several new segments are poised to receive transit service without closing many stops. The redesign of the fixed-route network will distribute service hours better along with implementation of desired changes from the community and Intercity Transit Operations. The structure of IT’s fixed-route bus system will shift from a radial design that brings all routes to a common transit center, to more of a grid design that introduces the opportunity for new connections to new places.

Dial-A-Lift (ADA Paratransit)

The Dial-A-Lift service boundary is expected to change with the May 2026 redesign of the fixed-route bus system. While no areas will be removed, portions of south Tumwater in the vicinity of Henderson Blvd. are anticipated to be included in the boundary, as well as north Olympia and north Lacey in the vicinity of 26th Ave. and Sleater-Kinney Rd.

Conceptual 2026 Fixed-Route Network



Annual Service Changes

The year-by-year forecast outlined below is contingent upon the following assumptions:

- The volume of operators will not decrease from current (2025) levels.
- Demand for unscheduled (or Extra Board) operators will remain stable.
- Year-over-year increases in Operations labor will result in a sustainable net gain.
- Dial-A-Lift service will gradually increase and remain proportionate to the total volume of local fixed-route bus service.

2025 Planned Operating Changes			
<i>Schedule</i>	<i>New Hours</i>	<i>Changes in Service</i>	<i>Major Change?</i>
January	10,800	Introduced Route 14 in downtown Olympia	Yes
May	12,500	Expanded span and frequency on many local routes	No
September	0	Introduction of a grant-supported commuter route with connections to Joint Base Lewis-McChord (JBLM); Changes to Olympia Express to provide more direct service	Yes

2026 Planned Operating Changes			
<i>Schedule</i>	<i>New Hours</i>	<i>Changes in Service</i>	<i>Major Change?</i>
January	0	No planned changes	No
May	18,000	Implement a new crosstown BRT-Lite line Change most of the existing local routes as part of a comprehensive system redesign	Yes
September	0	As needed adjustments to stops and schedules	No

2027 - 2030 Planned Operating Changes			
<i>Year</i>	<i>New Hours</i>	<i>Changes in Service</i>	<i>Major Change?</i>
2027	<3,000	Schedule maintenance	No
2028	<3,000	Schedule maintenance	No
2029	<3,000	Schedule maintenance	No
2030	<3,000	Schedule maintenance	No

Element 8 – Multi-Year Financial Plan

Required element 8 – Provide a multiyear financial plan that includes a capital investment program, operating financial plan, and cash flow analysis.

Operating Financial Plan	2026	2027	2028	2029	2030
Operating Revenues					
Passenger Fares	\$495,000	\$499,950	\$504,950	\$509,999	\$515,099
Sales Tax	86,148,799	88,733,263	91,395,261	94,137,119	96,961,232
Federal/State Operating Assistance	8,110,635	8,272,848	8,438,305	8,607,071	8,779,212
Other Revenues	5,687,000	5,857,610	6,033,338	6,214,338	6,400,769
Gain (Loss) on Capital Assets	75,246	76,751	78,286	79,852	81,449
Total Operating Revenues	100,516,680	103,440,422	106,450,139	109,548,379	112,737,761
Operating Expenditures					
Wages and Benefits	74,759,015	77,001,785	79,311,839	81,691,194	84,141,930
Maintain Coach Operations	11,669,814	12,019,908	12,380,506	12,751,921	13,134,478
Maintain DAL Operations	2,186,838	2,252,443	2,320,016	2,389,617	2,461,305
Maintain Vanpool Operations	1,199,302	1,235,281	1,272,339	1,310,510	1,349,825
Insurance	2,122,335	2,186,005	2,251,585	2,319,133	2,388,707
Total Operating Expenditures	91,937,304	96,534,169	101,360,878	106,428,921	111,750,367
Operating Surplus/(Deficit)	8,579,376	6,906,253	5,089,262	3,119,457	987,393
Cash Flow from Capital Activity					
Acquisition & Construction of Assets	(69,757,501)	(21,455,666)	(35,308,322)	(9,512,134)	(2,169,750)
Net Proceeds from State Grants	10,776,875	503,000	669,000	686,500	659,375
Net Proceeds from Federal Grants	27,213,225	10,931,993	18,469,823	3,981,526	0
Net Cash Flow from Capital Activity	(31,767,401)	(10,020,673)	(16,169,499)	(4,844,108)	(1,510,375)
Cash and Reserve Balances					
Beginning Cash Balance	262,500,000	239,311,975	236,197,555	225,117,318	223,392,667
Less: Operating Reserves	(22,984,326)	(24,133,542)	(25,340,219)	(26,607,230)	(27,937,592)
Available Unrestricted Cash	239,515,674	215,178,433	210,857,335	198,510,087	195,455,075
Current Year Cash Flows					
Add: Operating Surplus/(Deficit)	8,579,376	6,906,253	5,089,262	3,119,457	987,393
Add: Net Cash from Capital Activity	(31,767,401)	(10,020,673)	(16,169,499)	(4,844,108)	(1,510,375)
Net Current Year Cash Flow	(23,188,025)	(3,114,420)	(11,080,237)	(1,724,651)	(522,982)
Ending Available Unrestricted Cash	216,327,649	212,064,013	199,777,098	196,785,437	194,932,093
Ending Total Cash (With Reserves)	\$239,311,975	\$236,197,555	\$225,117,318	\$223,392,667	\$222,869,685

Element 9 – Projects of Regional Significance

Required element 9 – Identify regionally significant projects for inclusion in your regional transportation improvement program maintained by your regional transportation planning organization.

2026 – 2029 Transportation Improvement Program (TIP)

Viewable below and at the following URL:

https://www.intercitytransit.com/sites/default/files/2025-06/2026-2029-TransportationImprovementProgram_0.pdf

Intercity Transit’s Transportation Improvement Program (TIP) or “Program of Projects” (POP) is an annually updated list of Intercity Transit’s program of funded and potentially funded projects that use federal funds. The TIP includes projects programmed through the Thurston Regional Planning Council (TRPC) and the Puget Sound Regional Council (PSRC). Projects with secured funds are incorporated into the Statewide Transportation Improvement Program (STIP).

INTERCITY TRANSIT

Final 2026 - 2029 Transportation Improvement Program (approved 6/4/2025)

IT #	Project	2026	2027	2028	2029	TOTAL 2026 - 2029	Federal	Type	Local	Funding Source
1 IT 1604	Bus Stop Facility Improvements	\$1,825,950	\$260,000	\$260,000	\$260,000	\$2,605,950	\$2,084,760	Secured Federal Community Project Funding (CPF)	\$521,190	Secured Federal CPF, TRPC Contingency project via Regional competition
2 IT 1605	Walk N Roll Youth Education Programs	\$660,498	\$405,808	\$1,217,424.00	\$330,249	\$2,613,979	\$2,261,092	Secured & Anticipated Federal Regional competitive funds (TRPC)	\$352,887	Secured & Anticipated Federal Regional competitive funds (TRPC)
3 IT 1701	Fixed Route Bus Replacements	\$2,003,356	\$11,226,644.00	\$9,116,297	\$9,116,297	\$31,462,594	\$25,170,075	Sec. 5307, 5339 & PSRC Earned Share	\$6,292,519	Planned & Secured (includes PSRC 5307 and 5339 Earned Share)
4 IT 1901	Replacement Dial A Lift vehicles	\$1,916,119	\$1,827,881	\$0	\$0	\$3,744,000	\$2,995,200	Secured Federal Regional competitive funds (TRPC) and Sec 5339 and 5310	\$748,800	Anticipated regional federal funds and planned federal formula funds
5 IT 1903	High Performance Transit-BRT "lite"- Corridor Program	\$12,500,000	\$6,000,000	\$6,072,000	\$0	\$24,572,000	\$19,657,600	Unsecured federal funding	\$4,914,400	Unsecured federal funding
6 IT 2001	Alternative Fuel Infrastructure (Facility & Site improvements and fueling equipment)	\$5,720,000	\$200,000	\$0	\$0	\$5,920,000	\$4,736,000	Anticipated competitive 5339 federal funds	\$1,184,000	Anticipated competitive 5339 federal funds
7 IT 1801	Partison Maintenance, Operations & Admin. Facility Expansion & Rehabilitation - Construction	\$5,046,000	\$0	\$0	\$0	\$5,046,000	\$0	Anticipated 2025- 2027 State award	\$1,009,200	Anticipated State LEAP award for 2025- 2027 biennium
8 IT 2201	Northeast Lacey Operational Support Terminal Facility *	\$1,182,066	\$1,018,116	\$2,101,908	\$2,101,908	\$6,403,998	\$5,123,198	Regional Secured Federal Funds and Anticipated 5339 funding.	\$1,280,800	Regional Secured Federal Funds and Anticipated 5339 funding.
9 IT 2501	Real Time Signage and Core Customer Info Navigation	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$4,000,000	\$3,200,000	Anticipated CDS/ CPF request	\$800,000	Anticipated CDS/ CPF request
10 IT 2502	Smart Corridors Phase 4	\$1,139,320	\$500,000	\$0	\$0	\$1,639,320	\$1,418,012	Secured federal funding	\$221,308	Secured regional federal funds
11 IT 2601	West Olympia Transit Facility	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$8,000,000	\$6,000,000	Unsecured federal funding	\$2,000,000	Unsecured competitive federal funding
12 IT 2602	Martin Way Park and Ride Access Improvement	\$500,000	\$1,000,000	\$1,000,000	\$0	\$2,500,000	\$2,000,000	Unsecured federal funding	\$500,000	Unsecured federal funding
Total Federal Funded Projects		\$35,493,309	\$25,438,449	\$22,767,629	\$14,808,454	\$98,507,841	\$74,645,937		\$19,825,104	Secured and Estimated Federal Funding Sources

Notes

Grant type: Sec. 5307/ 5339 & PSRC 5307/ 5339 Earned Share--Urban area formula program administered by the Federal Transit Administration. Amount is determined by urban area population, population density, and NTD stats for revenue miles traveled.

Federal funding match requirements are typically 80/20. Projects with different matching requirements are noted.

*Puget Sound Regional Council (PSRC) is abbreviated to PSRC.

*This project is also known as the E. Martin Way Gateway Roundabout project.