

RIDER NEWS

For more information on anything in this publication, contact us at **360-786-1881**, visit intercitytransit.com, or come see us at **Customer Service at the Olympia Transit Center from 7 a.m. to 6 p.m. daily.**

November 2025

May System Redesign Public Hearing



We invite you to attend the public hearing on the [Draft May Service Change Summary and Equity Analysis](#) on Wednesday,

Nov. 5 at 5:30 p.m. The public comment period will remain open until Friday, Nov. 14. The final version of the May Service Change will be presented for Board consideration during their regular meeting on Wednesday, Dec. 3.

The system redesign has been developed based on community feedback from a survey in 2016 as well as a two-year engagement process. Voters passed Proposition 1 in 2018, confirming their support for a transformational bus system. The system will have 29 routes, 25 of which are brand new. These routes will provide service to new areas, improve access and may reduce across town transfers.

The redesigned system brings convenience and ease to riders by creating more ways to get around. With a focus on bus rapid transit-type routes, riders can enjoy more frequent and faster service between west Olympia and east Lacey. Later and earlier bus service is also a key part of the system redesign, increasing total service hours by 18,000 with the new routes and the extended service. The new bus system will greatly improve overall rider experience throughout the Public Transportation Benefit Area.

Visit our website at intercitytransit.com/bus-system-redesign to learn more. Share your feedback using our online form at intercitytransit.com/form/may-system-redesign or email questions or comments to planning@intercitytransit.com.

The public may provide public comment as follows.

In Person: Board Room of the Pattison Street Facility, located at 510 Pattison St SE. Doors open at 5 p.m.

Virtual: Register with the Clerk of the Board by 12 p.m. on Friday, Nov. 14. Call 360-705-5860 or email pmessmer@intercitytransit.com to register. You will be sent a link to the video and during the public comment portion of the agenda your camera and microphone will be enabled.

By Phone: Register with the Clerk of the Board by 12 p.m. on Friday, Nov. 14. Call 360-705-5860 or email pmessmer@intercitytransit.com to register. You will be provided a phone number and ID code. During the public comment portion of the agenda your microphone will be enabled.

Email: Send to pmessmer@intercitytransit.com. Emailed public comments must be submitted by 12 p.m. on Friday, Nov. 14.

USPS: If you wish to mail in your public comment, please send comments to Attention: "Public Comments" P. O. Box 659, Olympia, WA 98507. Comments must be received by Nov. 14, 2025.

Public Comment Phone Line: Call 360-705-5852 and press "1" and leave a detailed message by 12 p.m. on Friday, Nov. 14.

Enjoy the Jingle Buses This Season



The Intercity Transit Jingle Buses are coming to a route near you! Two fixed route buses and a Dial-a-Lift van will be decorated with festive holiday themes to spread cheer throughout the community from the end of November to the end of December.

Rider Tip: Traveling During "The Big Dark"



Daylight saving time ends Sunday, Nov. 2. Days will get shorter and colder as we move toward winter. Stay safe this season with these travel tips.

Prepare to navigate in lower light.

When it's dark, it can be harder to read signs and see bus stops. Give yourself time to travel in low light. Use a flashlight to light the way.

Get noticed in the dark.

Use your flashlight to make sure our drivers and others can see you. If your bus is approaching, stand up and wave to the driver. Wear reflective gear to help you be seen.

Dress for the conditions.

Fall and winter are dark and cold. Wear layers to stay warm while waiting at bus stops. Bring a pair of gloves, a scarf, and a hat in case the weather worsens on your trip.

Be safe, be seen, be aware, and Intercity Transit will keep you moving all season!

Holiday Service Reminders

As the holiday season approaches, keep in mind the service you ride may not operate on certain days.



Regular Service

- Veterans Day: Tuesday, Nov. 11
- New Year's Eve Day: Wednesday, Dec. 31

Reduced Service

- Christmas Eve Day: Wednesday, Dec. 24 until 8 p.m.

No Service

- Thanksgiving Day: Thursday, Nov. 27
- Christmas Day: Thursday, Dec. 25
- New Year's Day: Thursday, Jan. 1

Visit intercitytransit.com/news or call Customer Service at 360-786-1881 with questions or for help.

Prepare for Winter Weather



Winter brings rain, snow and ice. Remember that our buses still run in bad weather, as long as it is safe. Leave the driving to us this season by taking the bus!

Buses may take different routes based on the weather. Become familiar with our snow detours at intercitytransit.com/bus/routes/snow-detours.

If roads are snowy or icy, check our website at 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 always use your favorite transit app to see if buses are delayed in real-time. Be sure to check often in case of delays or detours.

Upcoming Bus Stop Improvements



Intercity Transit's contractor, Four Seasons Concrete Construction, will begin bus stop improvements the week of Nov. 3, 2025. This work is weather-dependent. Schedules may change without notice. Construction will generally be between 7 a.m. and 3 p.m. on weekdays. Larger boarding areas will allow all-door

access, improving accessibility and rider experience. Improvements will be made to 147 existing bus stops across Olympia, Lacey, Tumwater, and Yelm.

We will send out email and text notifications for stop closures. If you haven't signed up to receive them, sign up at intercitytransit.com/subscribe. We will also post stop closure notices at affected stops. The most current construction schedules, affected stops, their locations and any temporary stop locations will be listed on our website at intercitytransit.com/construction/stop-enhancements.