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.** A voice recording of Rider News can be accessed at **360-705-5851.**

November 2026

OneBusAway "Text for Arrivals" 41411 Service Ends Nov. 1

Effective Nov. 1, 2026, OneBusAway's 41411 "text for arrivals" feature will no longer operate.

Why is this happening?

The company behind 41411, which is independent of Intercity Transit, is shutting down.

Is OneBusAway shutting down?

No. OneBusAway's app and website will remain active. The Nov. 1 change is only for the 41411 texting service.

How can I get text updates for my stop?

You can still get departure times by texting 321123! Text "ITS" and the bus stop ID to 321123 and you'll get a text back telling you the next departure times for this stop! For example, text ITS0018 to 321123 to receive the next departure times from stop 0018. Stop IDs are located on the front of shelters and at the bottom of pole signs.

If you need help finding your bus stop ID, you can call or text Customer Service at 360-786-1881 or use a tool like **transitarrivals.com** to search for your stop.

OTC Kiosk Update

Olympia Transit Center's real-time signage includes an interactive kiosk in the middle of the transit center. This double-sided kiosk allows riders to plan trips on the spot, view upcoming departures from all bays, view service alerts, and more!

Intercity Transit has recently updated the kiosk to add features like a real-time bus map and options for larger text or high-contrast colors. The update also includes an overall redesign to make the kiosk's touch screen more accessible and easier to use to plan trips and navigate schedules. Give it a try the next time you're at OTC.



If you have any questions or feedback about our real-time signage, including the interactive kiosk, please reach out to our Customer Service team by email at **customerservice@intercitytransit.com** or call or text 360-786-1881.

The Jingle Bus is Back Soon



Keep an eye out for our festively wrapped Jingle Buses during the holiday season!

Two fixed route buses and one Dial-A-Lift van will be spreading holiday cheer on a route near you from late November to late December this year.

Holiday Service Reminders

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

Regular Service

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

Reduced Service

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

No Service

- Thanksgiving Day: Thursday, Nov. 27
- Christmas Day: Friday, Dec. 25
- New Year's Day: Friday, Jan. 1, 2027

Please call or text Customer Service at 360-786-1881 with questions or concerns.

Prepare for Winter Weather



Winter brings rain, snow and ice, which can mean transit delays and detours. However, our buses still run in bad weather as long as it is safe to do so. 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 the Transit app, Intercity Transit's official trip planning app, to see if buses are delayed in real-time. Be sure to check often in case of delays or detours.

Filmed by Bike Movie Screening



Join Walk N Roll and Avanti Bikes! on Thursday, Nov. 19 from 5:30-8 p.m. at Avanti High School for a free community screening of a bicycle short film collection. From 5:30-6:30 p.m., take a student-led tour of the Avanti bike shop and mingle with representatives of local bike groups. From 6:30-7:45 p.m., view a compilation of bike films titled "Bike Love" from the Portland-based organization Filmed by Bike. Indoor bike parking will be available for the duration of the event.

Learn more at **bcc.intercitytransit.com** and preview the film at **filmedbybike.org**.

Post-Daylight Savings Travel Tips

Daylight saving time ends Sunday, Nov. 1. Days will get shorter and colder as we move toward the winter solstice. 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 extra time to travel in low light. Use a flashlight to light the way.

Get noticed in the dark.
Use your flashlight or cell phone 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.
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!

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.