

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.**

January 2026

Holiday Service Reminders

Martin Luther King, Jr. Day

Local and commuter bus service, Dial-A-Lift and Village Vans will operate on regular schedules on Martin Luther King Jr. Day, Monday, Jan. 19.

Visit intercitytransit.com or contact Customer Service at 360-786-1881 for service information.



New Commute for the New Year



Start the new year with less stress and more money by trying vanpool for your work commute! A vanpool is a group of three or more people who pay a low monthly fare to commute together in a comfortable vehicle.

The group determines its daily schedule and route including one or more pick-up locations. Intercity Transit provides the van, fuel, vehicle maintenance and insurance.

Why vanpool?

- **Save money**—Save on gas, tolls, maintenance and insurance. You can save hundreds of dollars per month over driving alone.
- **Save time**—Vanpools can use High Occupancy Vehicle (HOV) lanes, reducing the time spent commuting to and from work.

- **Less stress**—In a vanpool you can sleep, read and relax on your commute to and from work. Sharing the driving means more time for you.
- **Reduce your emissions**—Fewer cars on the road also means less air pollution, including carbon emissions that contribute to climate change.

Our flat rate vanpool fare is simple and affordable. You pay a low fare based on your round trip miles. There's no risk—your first month is free!

Daily Round Trip Miles	Monthly per Person Fare
0-25	\$25
26-50	\$50
51-75	\$75
76-100	\$100
101-125	\$125
126-150	\$150
151-175	\$175
176-200	\$200
Daily Trip Fare	\$10

Visit intercitytransit.com/vanpool to learn more. Email vanpool@intercitytransit.com or call 360-786-8800 to get started today!

Reminder: Ask Your Driver!

When you're riding the bus, remember that the driver is there to help. If you have questions, concerns or need assistance, you can approach them—don't forget to stand behind the yellow line. They're happy to assist you when it's safe to do so!



Be Prepared for Winter Weather



Intercity Transit is committed to providing service in snowy and icy conditions as long as it is safe to do so. We encourage you to become familiar with our snow detours for our fixed routes and other helpful tips for using any of our other services in wintry conditions at intercitytransit.com/bus/routes/snow-detours.

Here are a few reminders:

1. The best way to know if the route you ride is on detour or delayed is to receive real-time information from us via text message or email. Sign up at intercitytransit.com/subscribe.
2. In the event of winter weather we will post information on our website at intercitytransit.com/rider-alerts.
3. Download a free app to track buses in real-time. Some of these apps include Transit, Google and OneBusAway.

We will continue to provide tips for traveling with us throughout the season.

May 2026 System Redesign



On December 3, 2025, the Intercity Transit Authority (ITA) formally adopted our May 2026 System

Redesign Plan. This action represents another significant milestone of Intercity Transit's ongoing effort to evolve and transform transit service for the betterment of our community.

With the support of our Board, we are able to start gearing up to help you become comfortable with the new system in the coming months. We will be updating our System Redesign web page, intercitytransit.com/redesign, with the most current information and resources as they become available. From route maps and schedules to an online trip planner, we want to give you as many tools as possible to help make the changes feel less stressful. Thank you for your trust in us during this process.

Rider Tip: We're Here to Help!



When riding the bus, preparation is key. Knowing your routes, the weather, contingencies, and best paths of travel can make a trip go from grueling to enjoyable. In the real world, however, sometimes we find ourselves unprepared. In situations where you're not sure what to do, our dedicated and friendly customer service team, as well as our Transit Ambassadors, are here to help. They can answer questions about bus routes, transfers, trip plans, or general bus information you may need—even if you're mid-trip.

Please reach out at **360-786-1881** or visit the customer service desk at the Olympia Transit Center between 7 a.m. and 6 p.m. every day. What can't our customer service team do?

"What do we live for, if it is not to make life less difficult for each other?" —George Eliot

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.