

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**.

August 2026

Be Prepared for our September Service Change



Using rider feedback, Operator feedback and ridership data, Intercity Transit will be making several changes to our routes and schedules on Sept. 13, 2026. While service changes happen one to three times each year, we recognize that change is never easy—especially after our May system redesign heralded so many changes at once.

Information about our September service change, including specific schedule and route details, will be posted at intercitytransit.com/servicechanges in August. We will also be sending out email reminders, as well as posting on our Facebook and Instagram accounts.

Weekend Service on Labor Day

Intercity Transit's local and commuter bus service and Dial-A-Lift will operate weekend-level service on Labor Day, Monday, Sept. 7.

Customer Service at the Olympia Transit Center will be open from 7 a.m. to 6 p.m. Our administrative office and Village Vans will be closed in observance of the holiday.

Intercity Transit is Partnering with the Transit app

Meet Transit, where you can plan your trip and track your ride from the convenience of one app.

What features set the Transit app apart?

Transit offers more accurate bus tracking and real-time route information, easy-to-use route planning features, and features like maintenance notifications to make your commute easier than ever. These and more are already available for free when you [download the Transit app](#), no upgrades required.



What does this partnership mean for riders?

Intercity Transit's partnership with Transit will allow all users in our service area to use Transit's premium service, Royale, for free. With a free Royale upgrade, riders can view more trip options and plans, unlock new profile features, and receive the most up-to-date information at their fingertips.

When will I have access to Royale for free?

Intercity Transit's partnership with the Transit app begins on Aug. 19, 2026.

How do I claim my Royale subscription?

Once our partnership with Transit goes into effect, the app will automatically determine if you're a rider within our service area and apply the Royale upgrade without you having to do anything. If you haven't been granted a free Royale upgrade after Aug. 19, please contact Transit directly within the app.

Your Voice Matters

Intercity Transit has received thousands of customer comments before, during, and after our May 3 system redesign. With our modern world's tendency to favor digital communication, it can be easy to feel like your comments, messages and emails don't matter. In the age of livestreams and real-time news updates, it can also feel like feedback isn't being taken if changes aren't seen immediately.

However, we want to reassure our community that Intercity Transit's staff reads every customer comment sent to us. Even if a message doesn't receive a response, a real person read it and made sure it was sent to the correct department or staff member. These comments, alongside rider data and other information, are used to help plan future service changes and inform our decisions as an agency. This September's service change, for example, is a result of both data and feedback from riders and Operators.

That doesn't mean we're stopping there; service changes come one to three times a year, and our team is continuing to find ways to make our system faster, more efficient, and more accessible. In the meantime, keep an eye on our website and Rider News for the most up-to-date information about service changes and other transit news. As always, thank you for riding with us.



Safety Tip: Look out for Transit Ambassadors



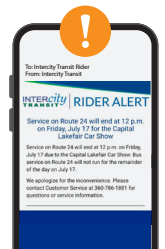
Not all heroes wear capes. Some wear blue jackets or shirts emblazoned with "Ambassador."

For anyone who has been around for a while, Transit Ambassadors are a fixture on Intercity Transit fixed route buses and can be seen forming relationships and assisting passengers on all of our routes. Ambassadors are not transit police and do not function as security. They are there to offer assistance, guidance and, on occasion, de-escalation. Along with the rest of the Intercity Transit team, they are there to provide the best customer service possible. If ever you find yourself on a bus with a blue-jacketed (or blue-shirted) employee, say hi, give them a nod, and ask for assistance or directions if you need them. Our ambassadors are wonderfully trained and always happy to help!

Reminder: Sign up for Rider Alerts

Signing up for Rider Alerts is the best way to ensure you stay up-to-date on the latest news about your routes and possible detours.

To sign up for Rider Alerts, visit intercitytransit.com/subscribe.



Work together?
Ride together

Share the Ride
Try for free

Join

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.