

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.**

August 2025

Bus System Redesign



Starting Sunday, Sept. 7, 2025, we will be launching the “next stop” toward our Bus System Redesign – a key step toward the full transformation of our fixed-route

bus service coming in May 2026.

Why is Intercity Transit redesigning the bus system?

In 2016, Intercity Transit launched a two-year public engagement effort to gather community input on the future of public transportation in Thurston County. More than 10,000 ideas were collected and overwhelmingly, 83% of survey respondents preferred a transformational system, while less than 4% said that service cuts would be acceptable. This was confirmed by the passage of Intercity Transit Proposition 1 in November 2018.

The redesigned system will focus on expanding service with faster, more reliable routes, better connections to schools, SPSCC, the Capitol Campus, and other key destinations. It also introduces service to new areas and enhances cross-town access to better meet the needs of our growing community.

As a part of the September changes, Route 620 will be replaced with two new commuter routes: Route 600 and Route 610. In addition, several other routes will see minor schedule adjustments to help streamline service.

New Commuter Routes

- **Route 600 - Lakewood Commuter:** This new route will provide weekday only limited-stop service between the Olympia Transit Center, Martin Way Park and Ride, and SR-512 Park and Ride in Lakewood.

- **Route 610 - Lacey Connector:** This new route will provide weekday and weekend limited-stop service between the Olympia Transit Center, Lacey Transit Center, and SR-512 Park and Ride in Lakewood. It reintroduces service at the Hawks Prairie Park and Ride; and provides connections to JBLM via Pierce Transit Route 206.

Schedule Changes

- **Route 60** - Minor schedule adjustments on weekends to match weekday service.
- **Route 62A** - Outbound Martin Way at Marvin Rd. [eb] timepoint changed to Martin Way at Gerald St. [eb] (one stop east).
- **Route 64** - The 7:48 p.m. weekend inbound departure from Amtrak Station will depart 8 minutes earlier at 7:40 p.m. to match the weekday schedule.
- **Route 94** - The 7:34 p.m. weekday inbound departure from Yelm Walmart will depart 6 minutes earlier at 7:28 p.m. to match the weekend schedule.

The new schedules can be found at intercitytransit.com/servicechanges. Starting Sunday, Sept. 7, schedules will be available at intercitytransit.com/plan-your-trip/routes.

Our Next Stop



Seven years ago, Thurston County made the decision to support a transformative public transportation system with the passage of Proposition 1. While the pandemic slowed this down, we are ready to deliver new and improved services throughout our community. Whether it's more direct and frequent bus services, zero emission buses or improved accessibility, you will be seeing big changes over the next couple of years.

The “Next Stop” logo symbolizes our commitment to our promises; when you see it, you will know these are steps toward fulfilling the promise of Proposition 1 and delivering excellent transit options to our community.

Help us Improve Rider Alerts



Keeping you informed is one of our top priorities – especially when it comes to detours, service disruptions or stop closures. We want to

hear from you as to how we can improve providing important service information.

We’ve created a quick survey to better understand how, when and where you look for service information, and how we can make it more useful, convenient and accessible. Your feedback will help ensure the communication we send continues to meet your needs.

The [Rider Alert Survey](#) only takes a few minutes to complete and is open through August 19. Thank you for riding with us and for helping us serve you better.

Please Welcome Our New Transit Ambassadors



Intercity Transit is excited to announce a new 12-month pilot program designed to improve your transit experience: the Transit Ambassador Program.

Transit Ambassadors are here to support passengers and Operators throughout our service area, including transit centers, on buses, and at stops. You’ll recognize them by their uniforms and welcoming presence as they help riders navigate the system, make transfers, and ensure a smooth journey.

This pilot program is all about enhancing the customer experience and ensuring safety. Ambassadors proactively assist passengers by answering questions, offering directions, explaining transit policies, and helping people, including those who are new to the system or experiencing other challenges.

They are trained in customer support, first aid, CPR, naloxone, de-escalation techniques, and are ready to assist in a variety of situations.

Transit Ambassadors also serve as an extra set of eyes and ears, promoting security and helping deter inappropriate behavior on buses and at transit properties. Working closely with our Operators, Operations Supervisors and security team, they help address incidents quickly and appropriately to keep your ride safe and welcoming.

Our goals with this pilot program are to improve your experience with Intercity Transit and to make our services more accessible and friendly for everyone.

Say hello to a Transit Ambassador next time you ride—and don’t hesitate to ask for help!

Weekend Level Service on Labor Day



Intercity Transit’s local and Express bus service and Dial-A-Lift will operate weekend-level service on Labor Day, Monday, Sept. 1. 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.

Rider Tip: Transfers to Other Agencies

Whether you're commuting for work, heading out on a weekend adventure, or visiting another community, Intercity Transit makes it easy to transfer to other transit services in the region and beyond. We partner with several neighboring transit agencies to help you travel beyond Thurston County.

We offer connections to Pierce Transit, Sound Transit, Flix Bus, Lewis County Transit, Grays Harbor Transit, Mason Transit, and Rural Transit. Many connections are available at locations like the Olympia Transit Center, Lacey Transit Center, and the Martin Way Park and Ride.

If you need help with connections to other agencies, contact Customer Service at 360-786-1881. They can guide you where you need to go.

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.