

Intercity Transit: **APTA Outstanding Public Transportation System Award Fact Sheet**



The American Public Transportation Association (APTA) named Intercity Transit the best transit system in the nation in its size category for 2009.

The American Public Transportation Association (APTA) presents the award to just a few transit systems in the country each year. Intercity Transit won the title in the medium-size category of transit systems providing between 4 million and 30 million rides annually. There are a total 108 medium-sized transit systems in operation across the U.S. Washington State systems in this category include Pierce Transit, Community Transit (Snohomish County), Spokane Transit, Whatcom Transit,

C-Tran (Vancouver) and others. Intercity Transit is only the third Washington State system to receive the award and the first since 1991. The award was previously given to Seattle's King County Metro (Seattle) and Pierce Transit (Tacoma).



The Outstanding Public Transportation System Achievement Award is presented to the transit system that best demonstrates achievement in transit efficiency and effectiveness over the previous three-year period. The 2009 award was based on quantifiable performance data related to Intercity Transit's safety record, customer service delivery, financial management, ridership growth, operational innovations, sustainable practices, technological applications and community involvement during 2006, 2007 and 2008.

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“Congratulations to Intercity Transit on their selection as the best public transportation system in the country. Intercity Transit’s increased ridership and their focus on quality service make them an excellent choice for this prestigious award. Their innovative van programs, their sustainability and environmental programs, their use of technology to enhance customer service and their active role in the community are just some of the outstanding initiatives that make them a model for public transit systems around the country.”

– William Millar

President of the American
Public Transportation
Association

Since 2006, Intercity Transit increased its fixed-route ridership by more than 50 percent, Dial-A-Lift ridership by nearly 14 percent, and vanpool ridership by almost 80 percent. Its 2008 total ridership was over 5.1 million.

Eighty percent of all transit trips taken on Intercity Transit are for work, school and personal business activities – all of which support the local economy. In 2008, 86 percent of riders participating in a customer survey rated Intercity Transit service as “good” or “excellent.”

The agency is the recent recipient of the Federal Transit Administration’s “Success in Enhancing Ridership” Award, the Governor’s Commute Smart Award, and the Washington State Department of Ecology’s Environmental Excellence Award, among others.

Intercity Transit is a multi-modal public transportation system for people who live and work in Thurston County. The agency operates 22 bus routes, express service between Olympia, Lacey and Tacoma, a door-to-door service for people with disabilities, a large vanpool program and several specialized van transportation programs. The agency also offers a popular shuttle service, trip reduction programs for employers and colleges, and customized services for people new to transit. The agency is also active in community partnerships and has received clean financial audits every year since 1994. Located in the capitol city of Olympia, Washington, Intercity Transit has been in operation for 28 years.

APTA President Bill Millar will present the award to Intercity Transit in Olympia at a public event August 4, 2009, hosted by federal, state and local dignitaries to thank the community, transit stakeholders, riders and employees. APTA will formally present the Outstanding Public Transportation System Achievement award to Intercity Transit at its annual meeting in October.