2024 Year in Review



Overview

About the Program

Updates and Improvements

- Operations stats.
- Community partnerships.

Testimonials Highlights



INTERCITY VILLAGE VANS

RCITI

Workforce Development Program

- Gain experience in public transportation.
- Develop transferrable skills.
- Build professional driving habits.

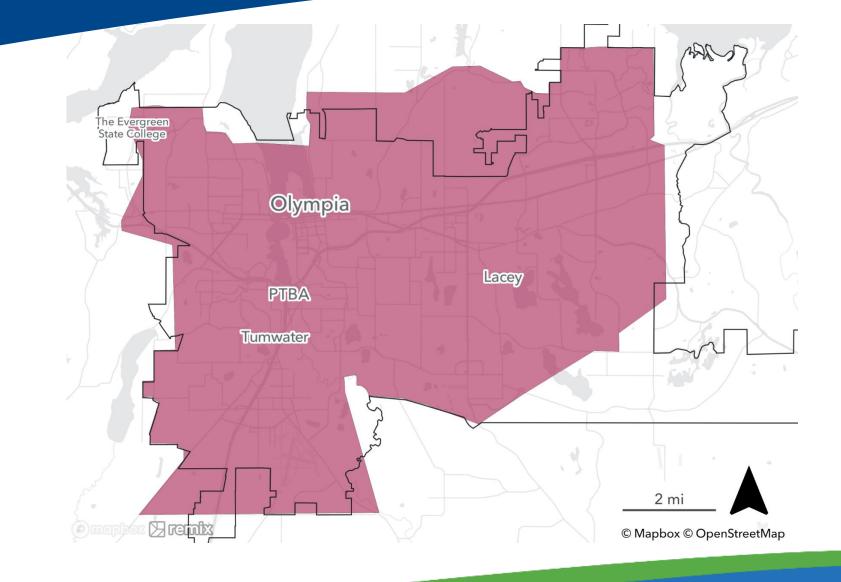
Work-related Transportation

- Supplements to fixed route.
- Provides rides to work, school, training, and daycare.
- Builds professional driving habits.
- Connects with other transportation services and community resources.





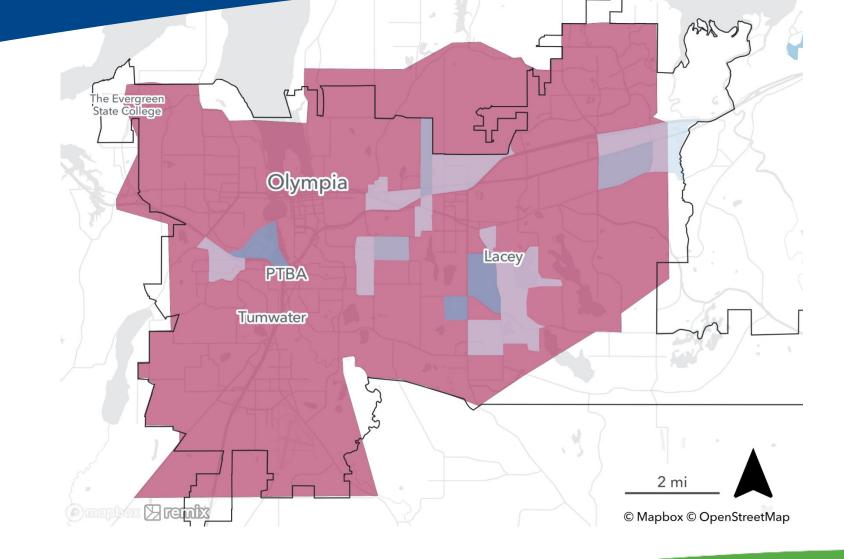






60+ Minute Commute by Bus

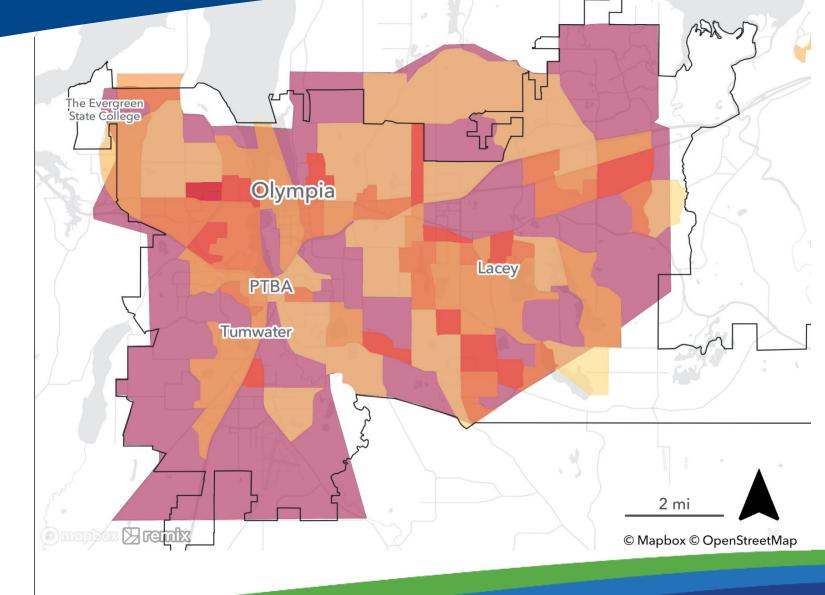






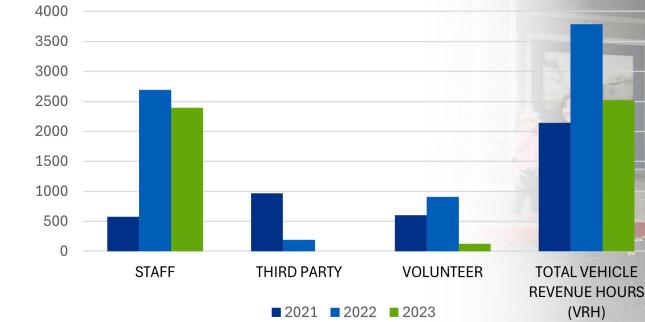
2020 Census Data: Poverty







Operations 2021-2023



INTERCITY

a program of Intercity Transi

360-705-5840

Process Improvements

- In February 2024, launched a new digital application that features tracking for eligibility determination.
 - Village Vans staff assist passengers with completing the application over the phone or sends the link for passengers to complete it on their own.
- Implemented Microsoft Power Automate into workflows:
 - 1. Village Vans receive an email includes the passenger's name, guardian information, and the date of the first ride, with a link to the application for more details.
 - 2. The passenger receives an email confirming the application has been received, outlining the next steps, and providing contact information.

	Village Vans Eligiblity Application	
and the second sec	Eligibilis	
		Use
NTERCITYTRANSIT		Client
TERCILY	year. After a year.	
	in barriers for up to brief pilete an eligibuility	
VTERCITY TRANSIT Wildge Van hufen passenges overcome transportation passenges transfer to other modes of transportation process before being approved to use this service on process before being approved to use this service on process online.	n. Passengers into enclosed apprication	
Vans helps passengers modes of transporte. Pl	lease complete	
valage of transition to use the second approved to use the		
process before being process online.	theip with the	
passengers transfer being approved to explore being approved to explore being approved to explore being the application process online.	260,705-5840. If you need they	
1.1879	, call box -	
How to Approve about village voltage	Are eligible? The dividing one business week via telephone or ensail to find within one business week via telephone or ensail to you must compare via the telephone of the telephone to you must compare via eligible or each the telephone of the telephone of the telephone telephone of the telephone of the telephone telephone of the telephone of telephone of telephone telephone of telephone of telephone of telephone of telephone of telephone telephone of telephone of telephone of telephone of telephone of telephone telephone of telephone of tele	M
If you have questions about application, we can assist you.	re eligible?	Apt/Bidg #
If you have questions and application, we can assist you. When and how will you find out if you in the application is received, you will be not bee application is received, you will be not	Allage Vans, your complete a car sear in certification to use	Zip
Once the application is If you are approved	e, you must be paperwork, you will be determined you are information	
discuss the next many you on you and after comp	are eligible? Index with one basedon week via biophone or enal to Indian way, son areas for the maxenge agreement. If indian way, son areas for the cover and son the solution the parenews in it to determine by an able to use an able to be revice. If it is determined or an able to use an able to be revice if it is determined or an able to use able to be able to be the decision and information refer.	1
children war ger liability states with informativ	penotified of the lot	
and Village Vans service guar trips, you where service	vices. Village Vans.	Recertification
the bus for some chout how to use until	the before submitting to	
child passenges and Village Vans service guide white the bus for some or all of your trips, you will to will be provided about how to use these services will be provided about how to use these services	er notime versions exception of the submitting to Village Vans-	ns 🧾 9 months
out out the application as contra		f the passenger
please fill out		1
Mail: Intercity Transit/Village Vans		1
P.O. Box 659 MM 98507-0659	THE REAL PROPERTY OF	
	新教室	
Email: <u>Villagevanseintercitytransit.com</u>		
V Ladevan kerning		
	- Contraction of the Contract	
960-705-5840	Scan the code above to access an	
In Person: 205 Franklin Street NE Olympia.	Scan the code above to access online version of this application. Additional Information can be found contrained com/services/village	d at:
205 Frankin 56 WA 98501 m - 6 p.m.)	additional information Convertinge	e ends, how
WA 98501 (Daily, 7 a.m 6 p.m.)	anime version of this version can be found Additional information can be found Intercitytransit conviended/village	get to work
(are r, Lyft, etc.)
	1064	r, Lyrt, etc.)
1	village Vans Bligiblity Application page 1 of 4	Carpool Walk please
		specify.
	village vans use	Personal



One Year of Using VIA Mobility!

VIA Mobility is routing software that replaced RouteMatch in 2023.

- In November 2023, Safe Kids donated two adjustable car seats to the Village Vans Program.
- Village Vans purchased four additional adjustable car seats to increase ride sharing and accommodate working families.

Results

- Families and individuals were booked on the same van.
- More vans have been outfitted with adjustable seats.
- Increased rideshare options for individuals and families.
- VIA Mobility has programmed the fleet's flexibility to accommodate passengers.





4732 Total number of passengers









Trips with accompanying children



3558 Total completed trips



General Updates/Post-Pandemic Highlights

- Onboarded seven volunteers between November 2023 and September 2024. Two are currently volunteering, including one from the Community Jobs WorkFirst Program.
- Workforce Innovation and Opportunity Act (WIOA) Program change. Village Vans no longer qualifies as a worksite based on the change in WIOA program criteria. We are still working with PacMountain to explore possible use of the funding.
- Village Vans continues to partner with the Community Jobs WorkFirst Program. WorkFirst participants receive an hourly wage through the WorkFirst Program instead of TANF cash benefits.
- Village Vans has reestablished a partnership with Goodwill Inc.'s Senior Community Service Employment Program (SCSEP). SCSEP participants receive an hourly wage through Goodwill to work at Village Vans for 20 hours per week.



Revenue Hours by Funding Source

Funding Resource %

Funding Source Ocommunity Jobs WorkFirst OIT Employee OTWA Light Duty IT Employee Volunteer 100% 6% 7% 8% 11% 14% 14% 16% 80% 37% Revenue_Hours 60% 25% 85% 46% 40% 54% 44% 68% 31% 57% 56% 31% 20% 9% 0% 2024-06 2024-01 2024-02 2024-03 2024-04 2024-05 2024-07 2024-08 2024-09 2024-10 Monthly

Intercity Transit employees completed the highest percentage of revenue hours.







Ride Requests

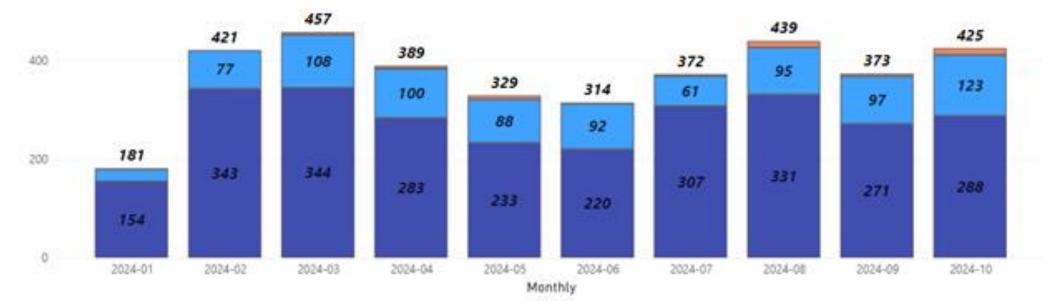
(January to October 2024)

Cancel Completed ONo Show

Completed Trips

- VIA trips completed (10/16/23 to 10/31/24): 3558
- Number of passengers booking through Get2Work app: 6

Trips booked through Get2Work app: 496





Partnerships

- Local Planning Area Committee: Coastal Community Action Program (WorkFirst), DSHS, SPSCC, Evergreen State College, Evergreen State College Basic Needs Center, South Thurston Early Childhood Coalition: South Sound Parent to Parent, Thurston County Foodbank, Family Support Center (survivors of domestic violence).
- The Unite Us Platform: A communication platform that facilitates resource referrals and sharing of information about community resources with passengers.

During the fall season of GroundEd, Village Vans transported 50 percent of participants to the vocational training program.





Testimonials

Village Vans made it happen for me, like a miracle that showed up each day to give me the help that I needed. It was so significant during a difficult time in my life when I had an opportunity to start working but not the ability to get to and from my new job. Village Vans was there for me, and the drivers were so positive and encouraging. I'm 63 and have had a lot of jobs. I've lived everywhere. Literally, from New York City to Seattle, etc. I still tell people at WorkSource that Intercity Transit has one of the best cultures I've ever worked in.

Between SCSEP and Village Vans, they kept me alive.

Anne Marie Ortiz Former Village Vans Volunteer

Anne Hammond

Former Village Vans Client



Highlights

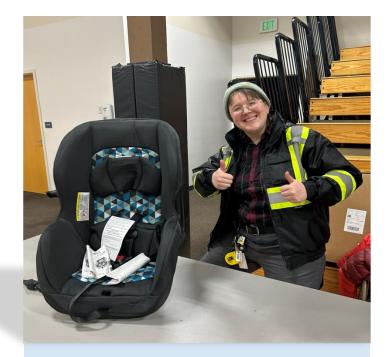


Congratulations go to James Phillips for completing his CDL. We are so proud of him!



INTERCITY

Village Vans participates in as many outreach opportunities as possible, including WorkSource job fairs and the Thurston County Veterans Resource Fair.



Izi helped distribute car seats to families in Nisqually with Safe Kids Thurston County in November.

