

2024 Year in Review



INTERCITY
TRANSIT

Overview

About the Program

Updates and Improvements

- Operations stats.
- Community partnerships.

Testimonials

Highlights



Workforce Development Program

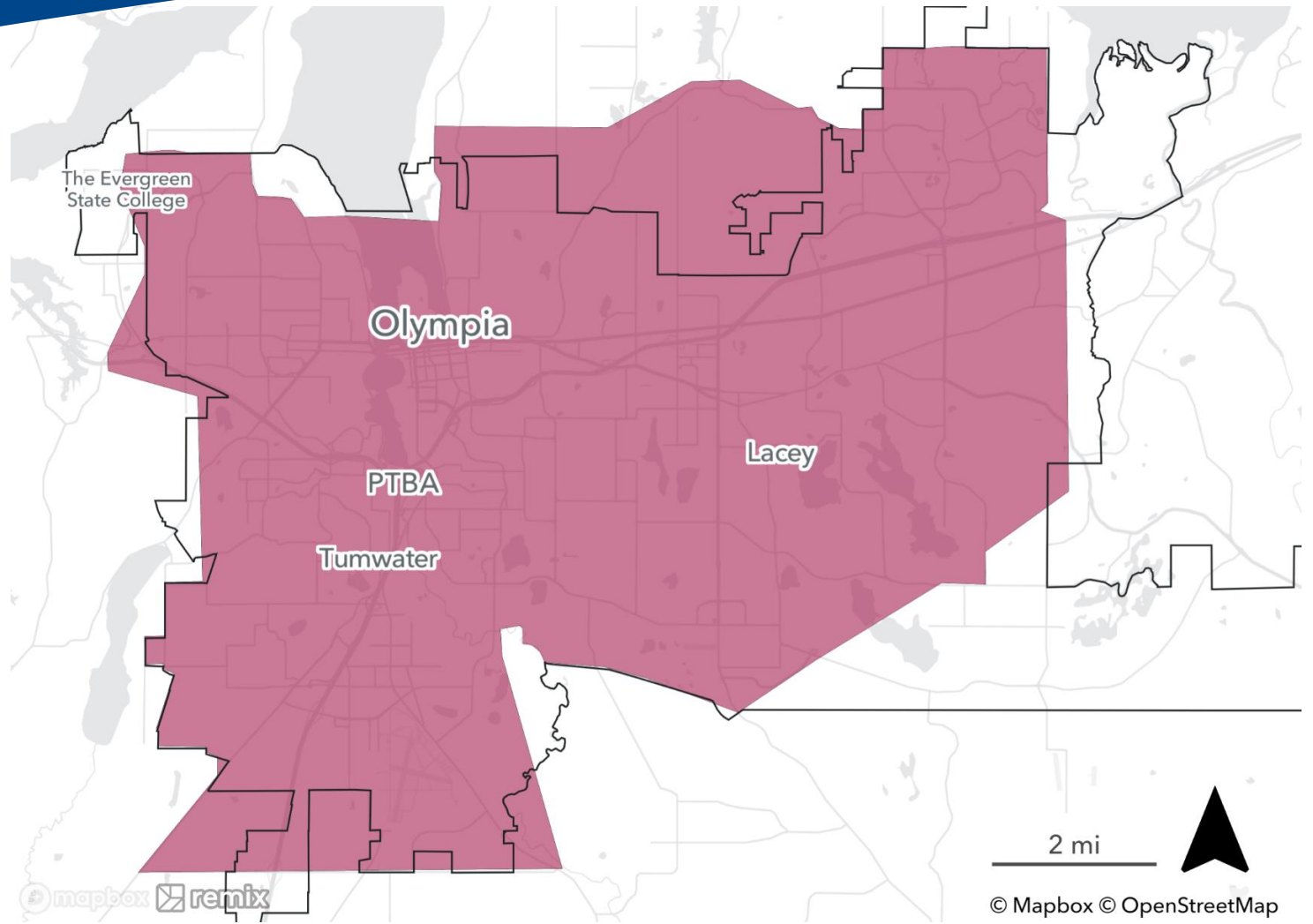
- Gain experience in public transportation.
- Develop transferrable skills.
- Build professional driving habits.



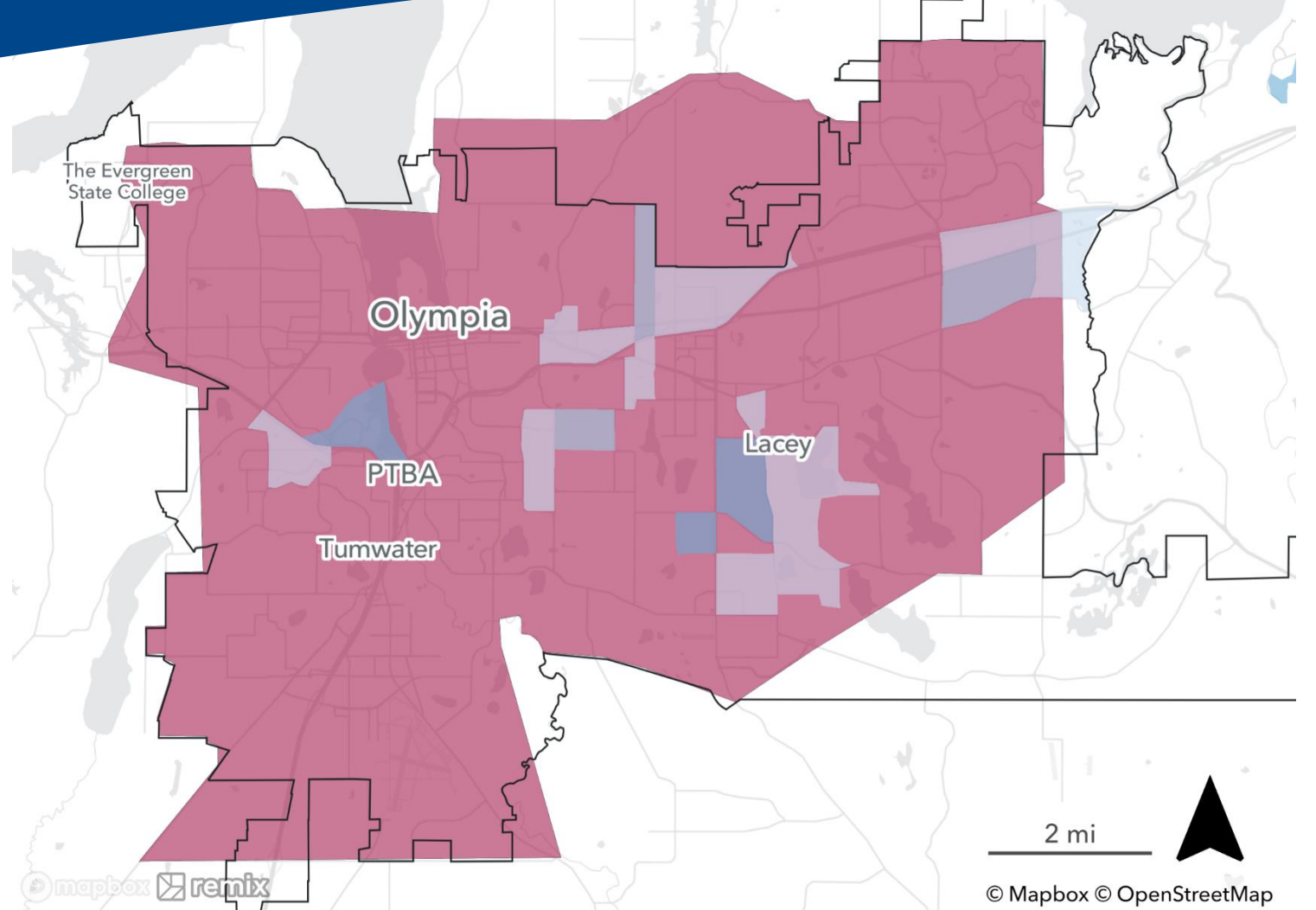
Work-related Transportation

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

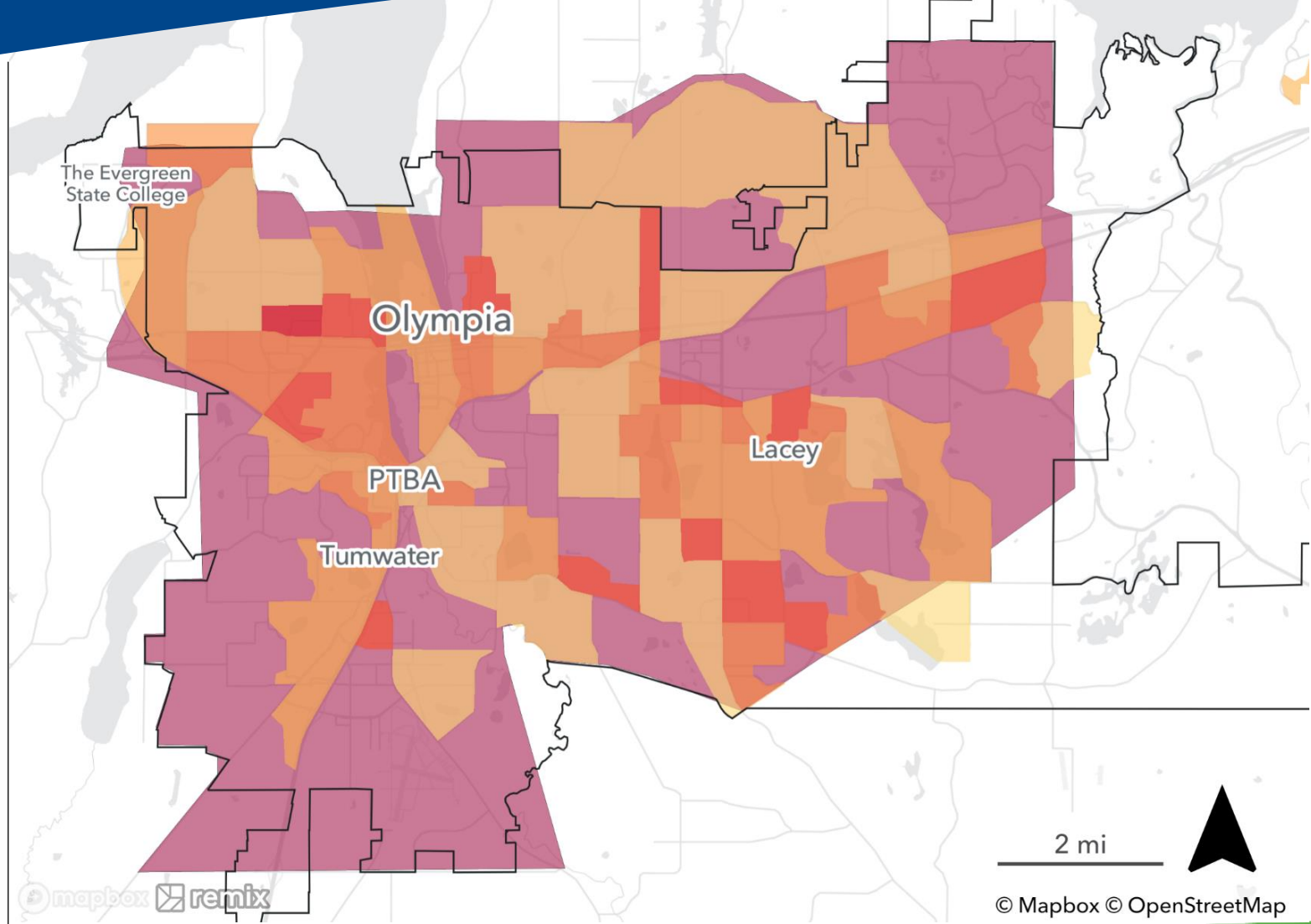
Service Area



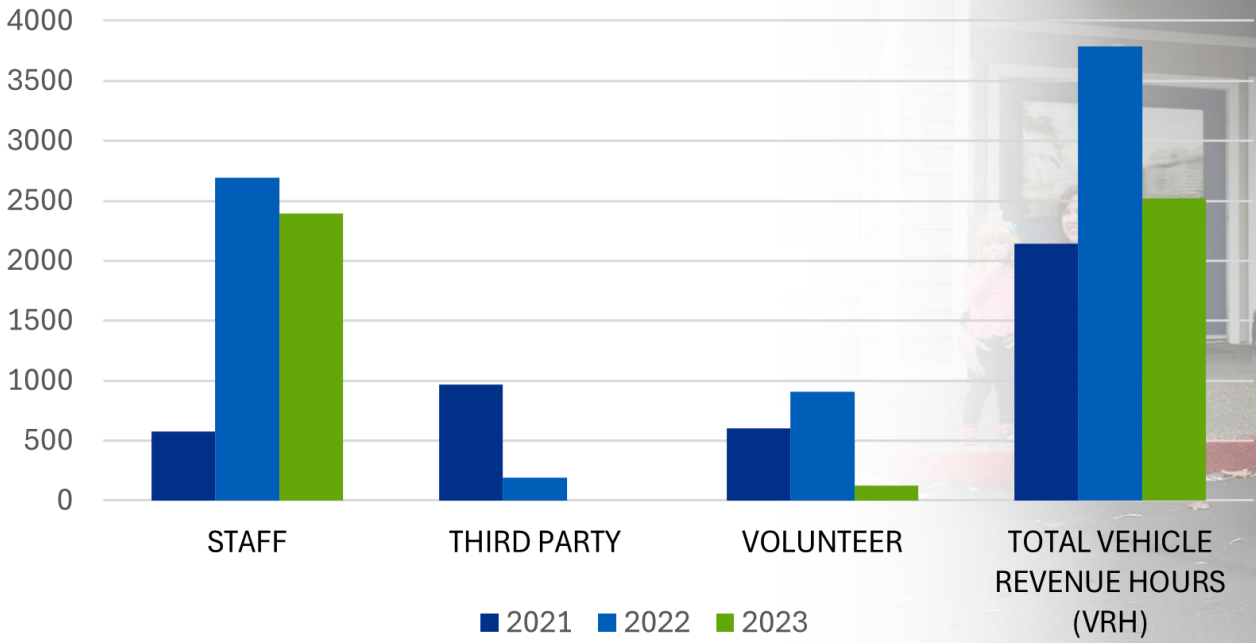
60+ Minute Commute by Bus



2020 Census Data: Poverty

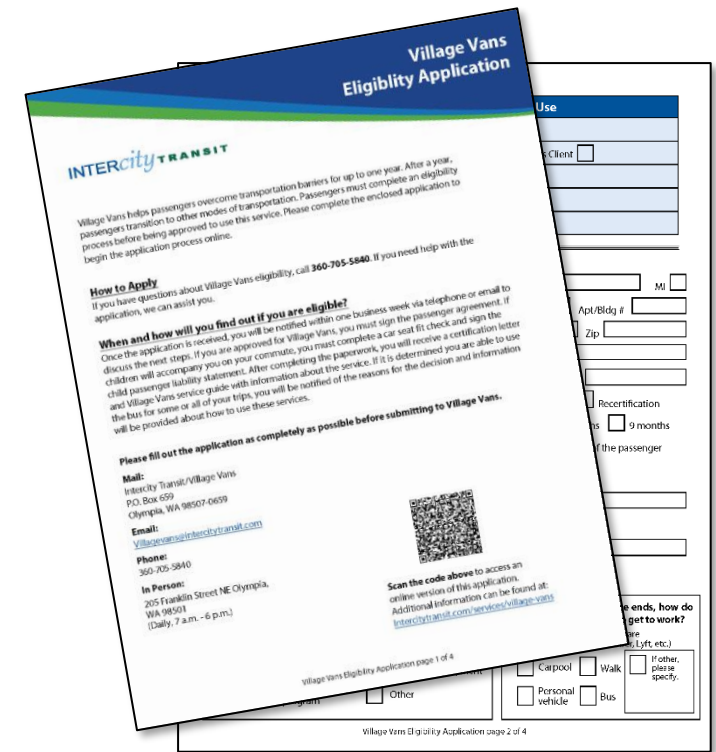


Operations 2021-2023



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.



The image shows a 'Village Vans Eligibility Application' form from Intercity Transit. The form is titled 'Village Vans Eligibility Application' and features the Intercity Transit logo. It contains several sections: 'How to Apply' with contact information (360-705-5840), 'When and how will you find out if you are eligible?' with instructions on the application process, and a QR code for online access. At the bottom, there are checkboxes for 'Personal vehicle' and 'Bus', and a section for 'Other' with a 'Specify' field. The form is labeled 'Village Vans Eligibility Application page 1 of 4'.

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**



1174

Child count



664

**Trips with
accompanying
children**



3558

**Total
completed trips**

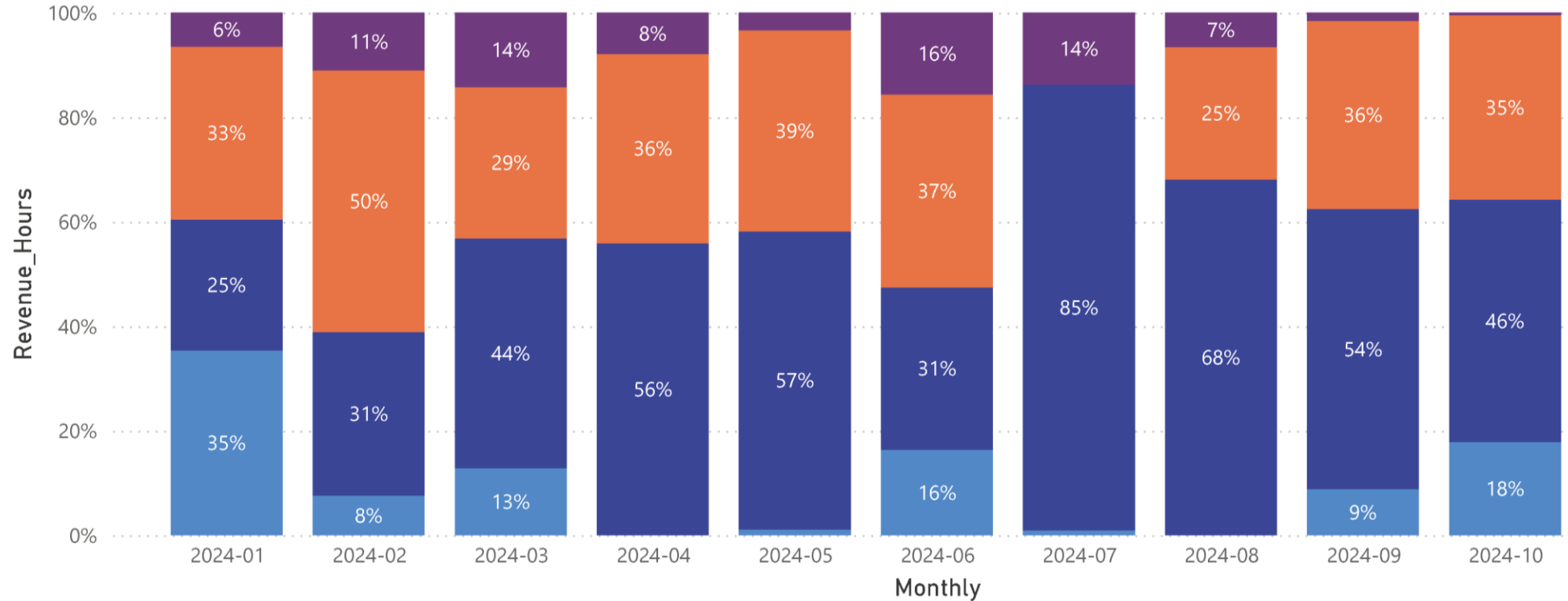
General Updates/Post-Pandemic Highlights

- 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 ● Community Jobs WorkFirst ● IT Employee ● TWA Light Duty IT Employee ● Volunteer

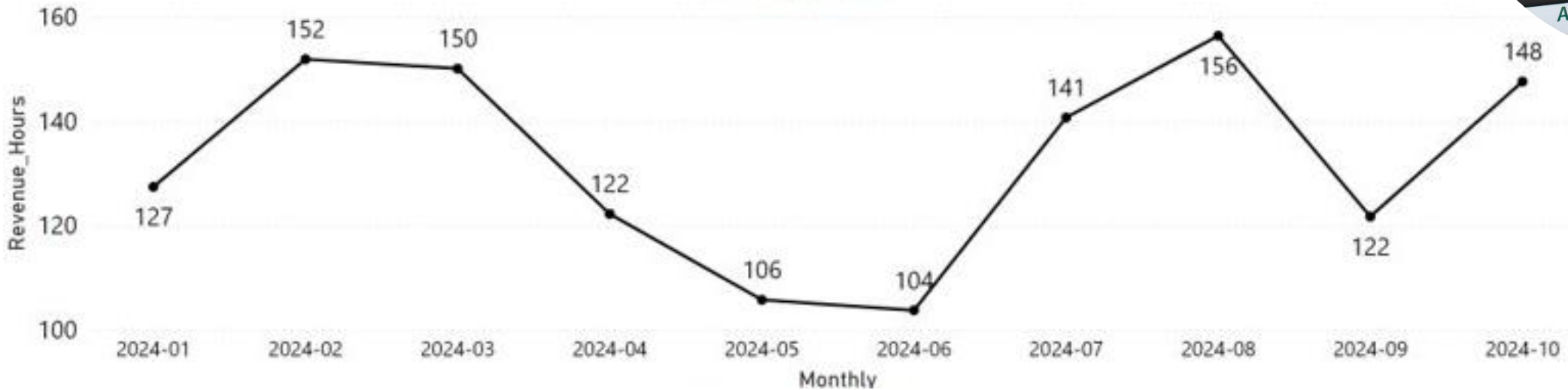


Intercity Transit employees completed the highest percentage of revenue hours.

Revenue Hours

(January to October 2024)

Total: 1,327



Ride Requests

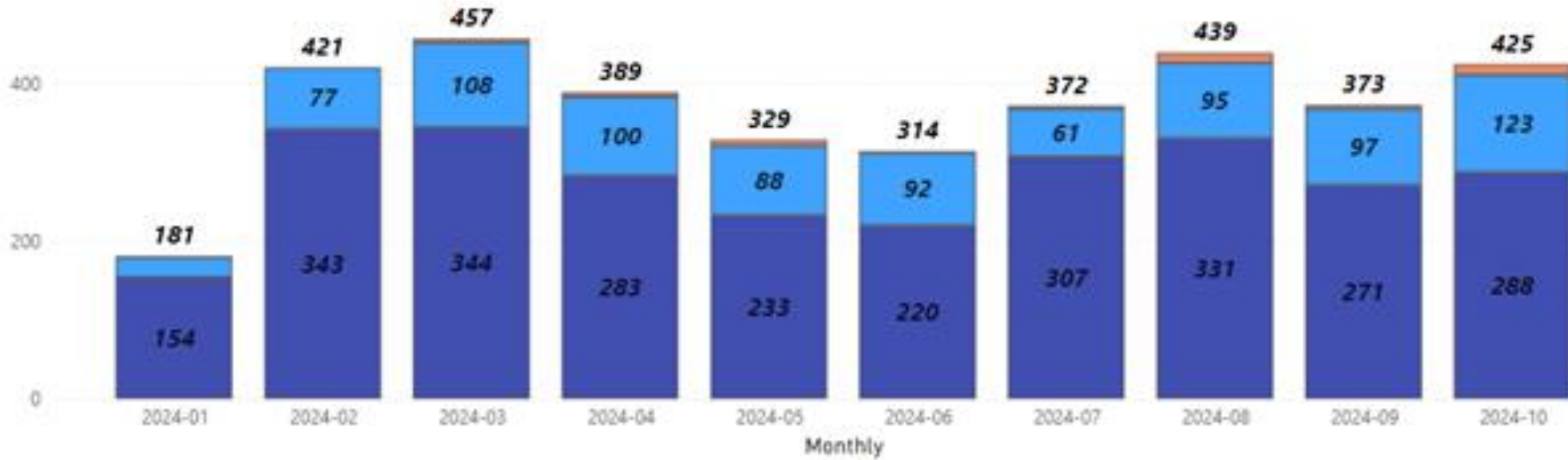
(January to October 2024)



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**

● Cancel ● Completed ● No Show



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.

coastal
Community Action
program



UNITE US



GRuB

INTERcity
TRANSIT

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. ”

Anne Hammond
Former Village Vans Client

“ 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

Highlights



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



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.