

2025 Year in Review



INTERCITY
TRANSIT

Overview

General Updates

Operations

- Previous Year Stats
- Current Power BI Stats
- Improvements

Community Partnerships

Testimonials

Highlights



Workforce Development Program

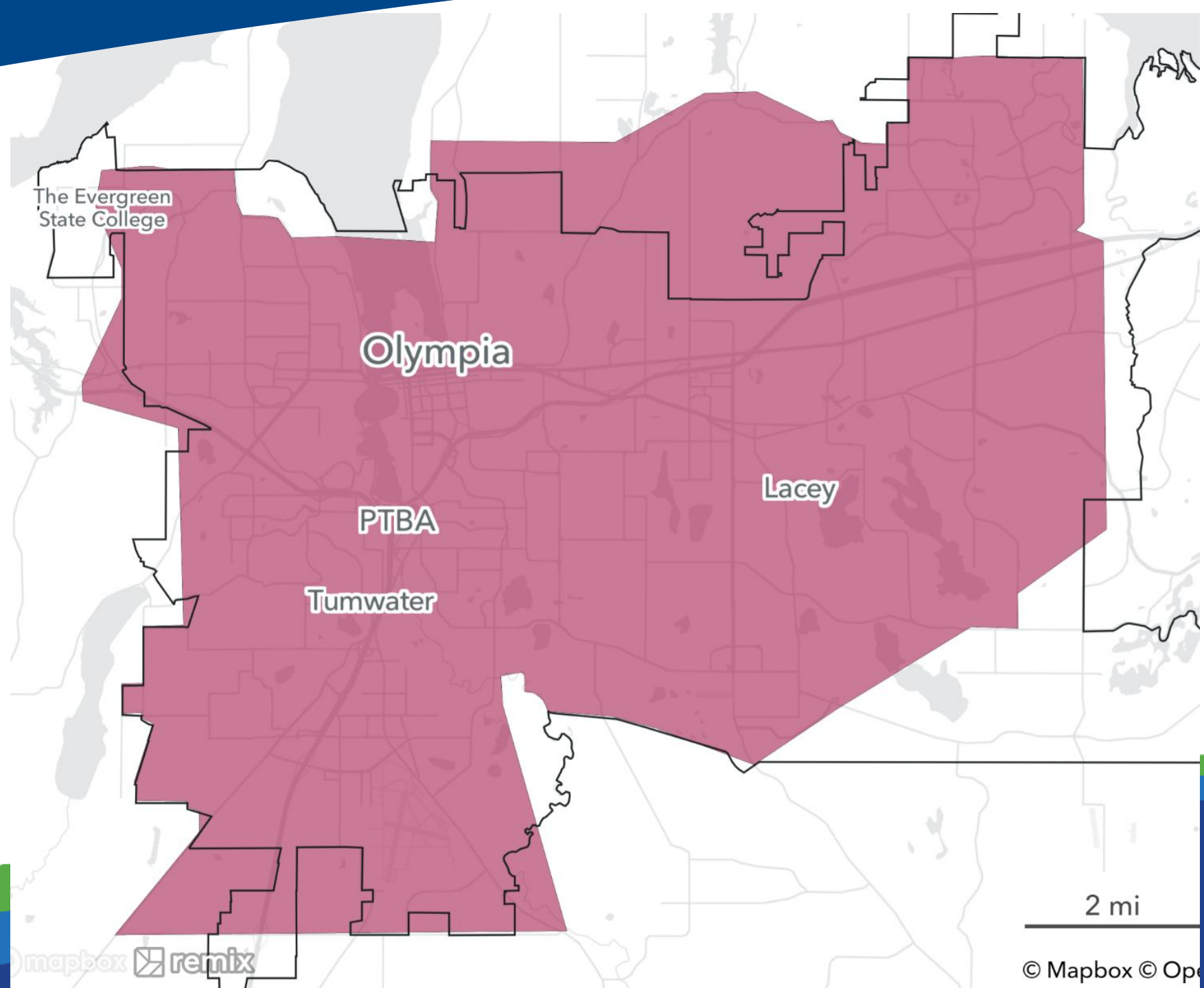
- Gain experience in public transportation.
- Develop transferrable skills.
- Build professional driving habits.



Work-related Transportation

- Supplement to fixed route bus service.
- Provides rides to work, school, and training.
- Connects with other transportation services and community resources.
- Temporary service, used for up to one year, then passengers use other modes.

Service Area

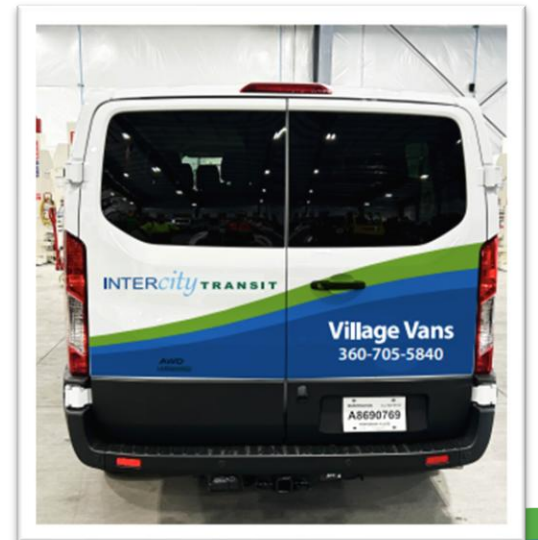
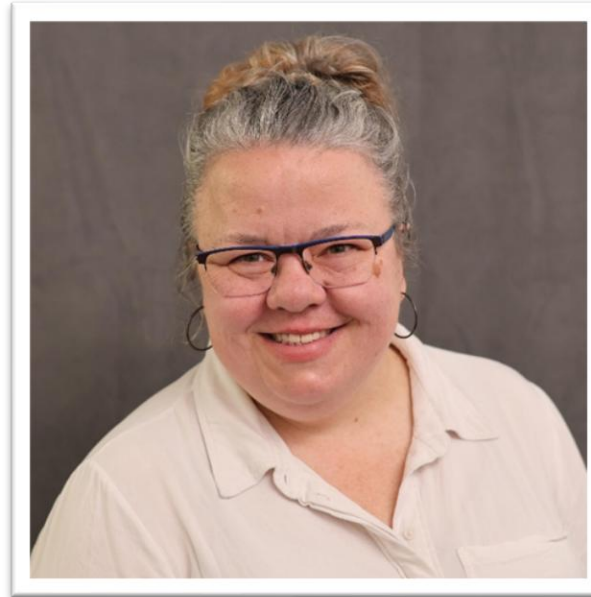


General Updates

- Onboarded 10 participants in the Village Vans Job Skills program between January – December 2025.
- 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.
- Partnership with **Goodwill Inc.** has changed. Now collaborating with **South Lacey Goodwill Work Opportunity Center**.
- Welcomed work study intern **September 2025** in partnership with The Evergreen State College - Center for Community Based Learning and Action (CCBLA): Community Service Work Study Program.

Operations Updates

- Welcome Rachel Permann, Village Vans Coordinator. Began March 2025.
- Out with the old Chevys, in with the Ford Transits! Tunisia Price designed new wraps. Three new vans began revenue service in December.



Overview 2024 Operations Stats

(January-December 2024)

Volunteers: 7

Total trips: 4700

Total active riders: 73

Trips with children: 700

Revenue Hours Total: 1572



Trip and Passenger Count

(January - December 2025)



3002

Total trips



286

Child count



212

**Trips with
accompanying
children**



60

Total active riders

Ride Requests

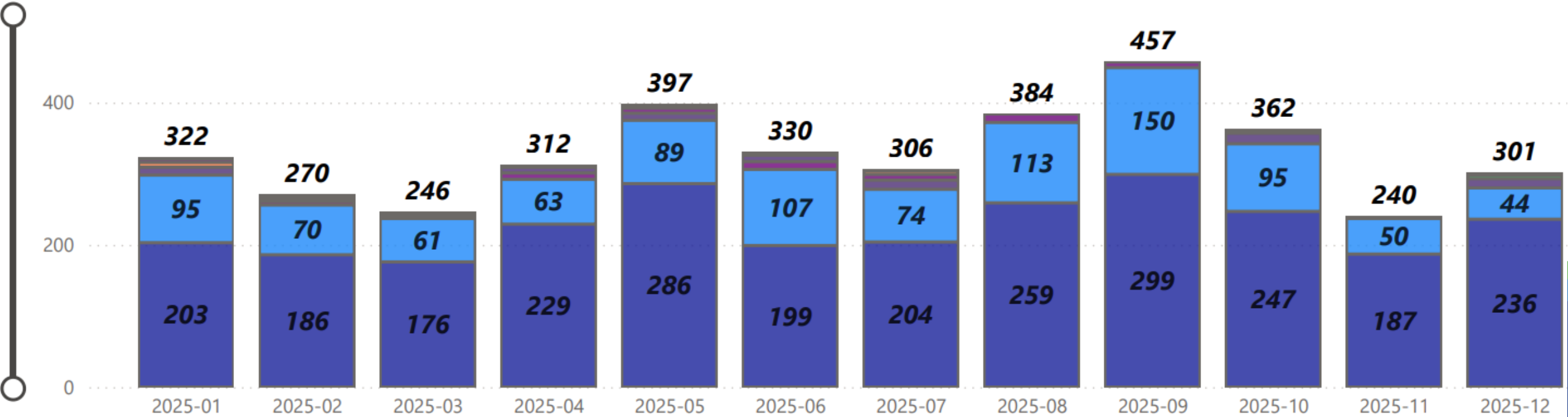
(January - December 2025)



Completed trips booked through Get2Work app: 636

Number of passengers booking through Get2Work app: 18

Cancel Completed Invalid No Show Other Error Seat Unavailable Unaccepted Proposal

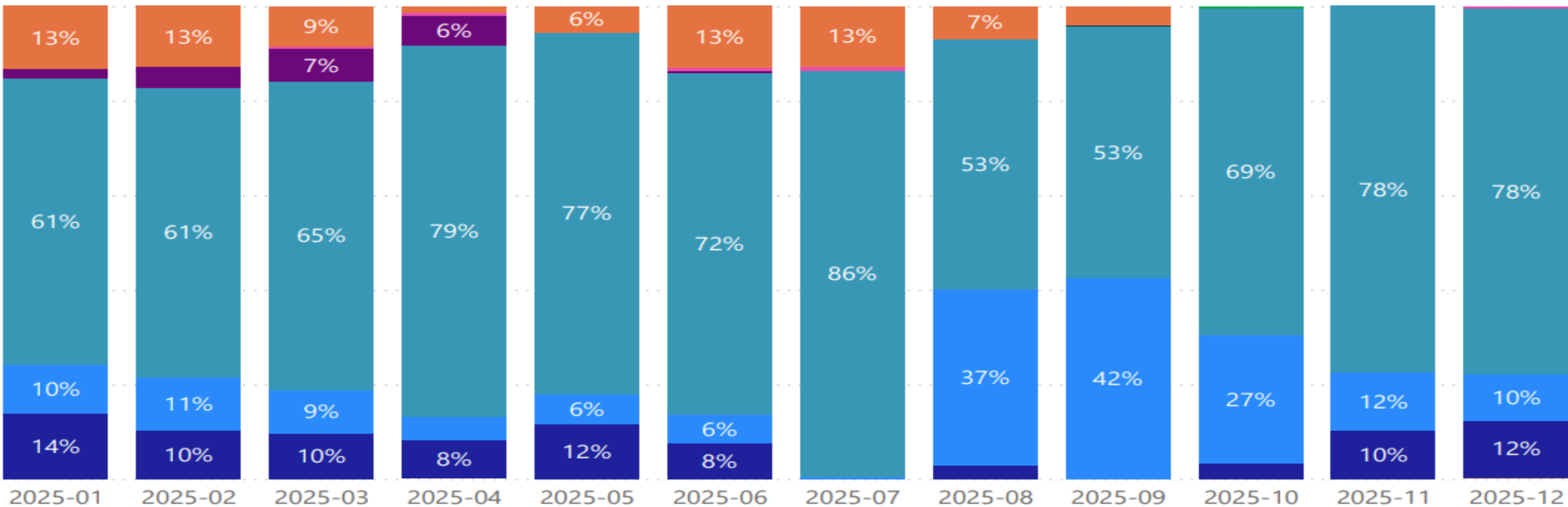


Trip Purpose

(January - December 2025)

Reasons for Travel

● Childcare ● Education/Training ● Employment ● Groceries ● Legal ● Medical/Pharmacy/Cl... ● Other ● WorkFirst



Denied Rides

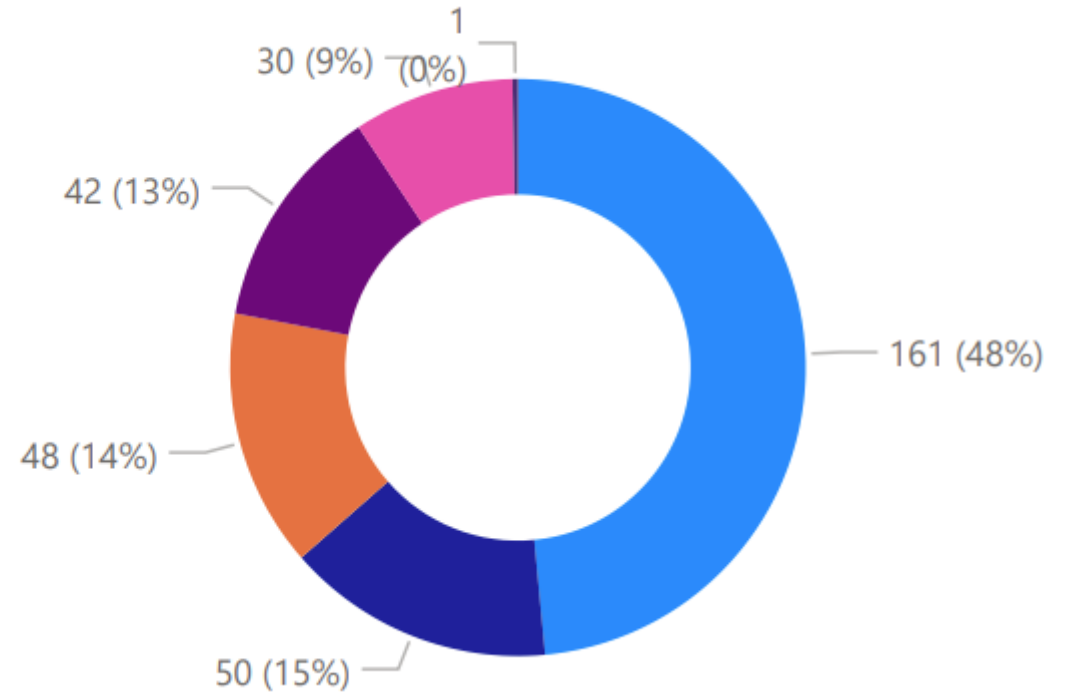
(January - December 2025)

Total Trips **332**

Passengers **72**

REASON FOR DENIAL

- OUTSIDE SERVICE HOURS
- CONVENIENT ON FIXED ROUTE
- LOCATION OUTSIDE SERVICE AR...
- DRIVER AVAILABILITY
- TRIP NOT ELIGIBLE
- TEMPORARY SERVICE END

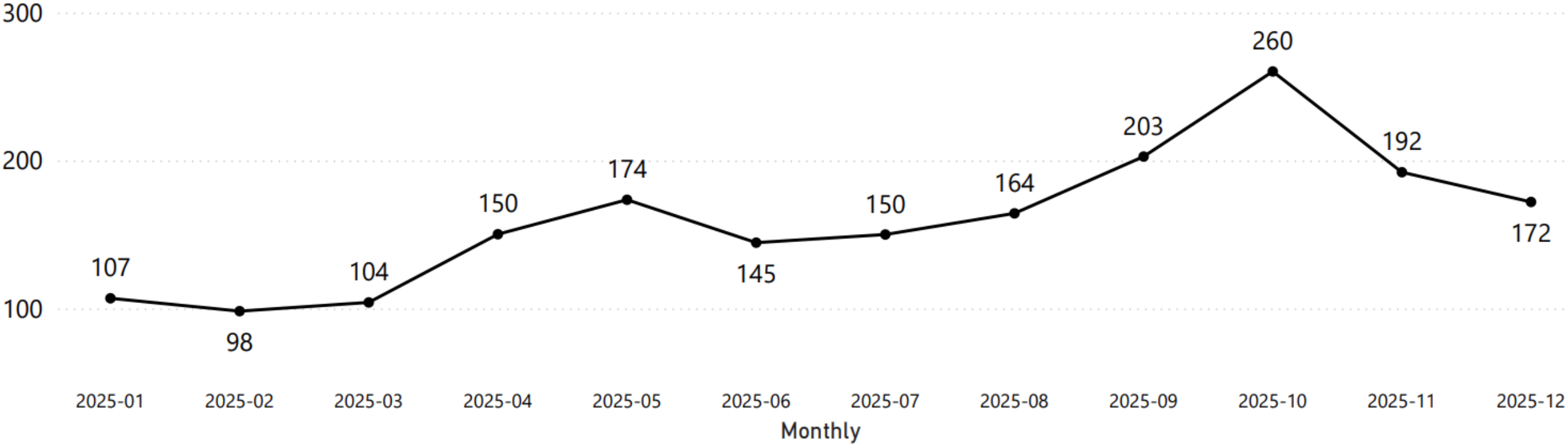


REASON FOR DENIAL	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12	Total
CONVENIENT ON FIXED ROUTE	30	3	4	1	3				5		4		50
DRIVER AVAILABILITY	2	7	1	1	7	3	4	6	4	3	2	2	42
LOCATION OUTSIDE SERVICE AREA	3	4	7	5	8	4	1	2	1	9	4		48
OUTSIDE SERVICE HOURS	3	3	3	31	38	4	9	17	28	4	8	13	161
TEMPORARY SERVICE END					1								1
TRIP NOT ELIGIBLE	7	1	2	3	1	1	2	9		2	2		30
Total	45	18	17	41	58	12	16	34	38	18	20	15	332

Revenue Hours

(January - December 2025)

Total: 1919



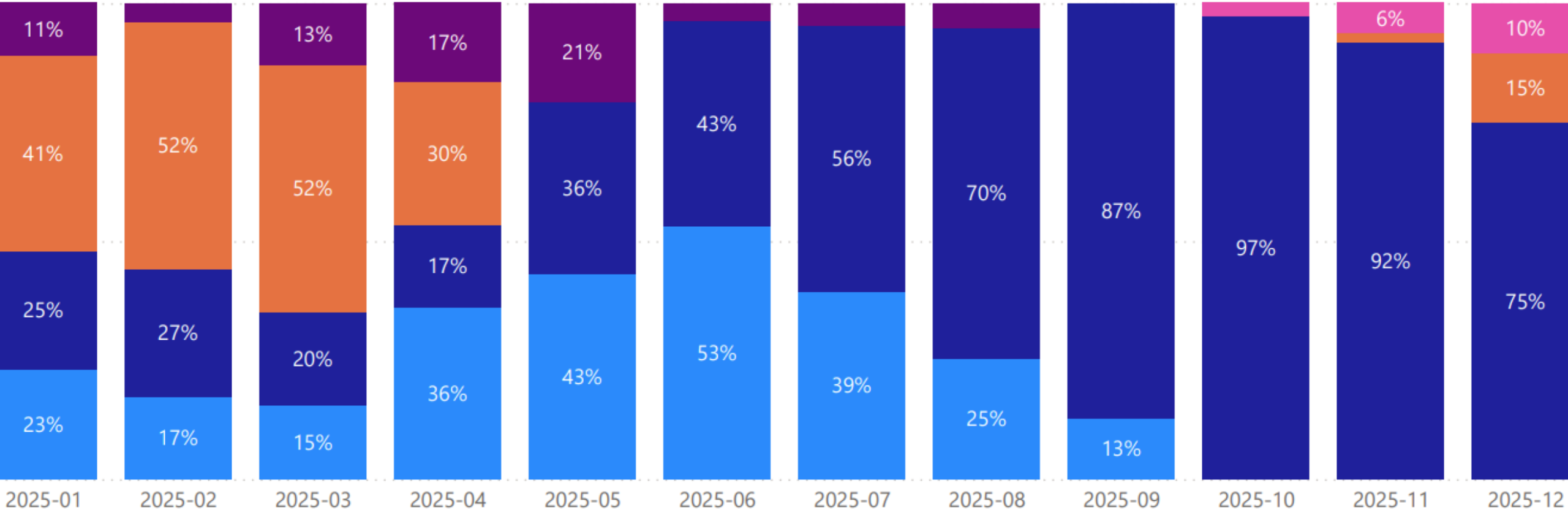
Revenue Hours by Driver Funding Source

(January - December 2025)

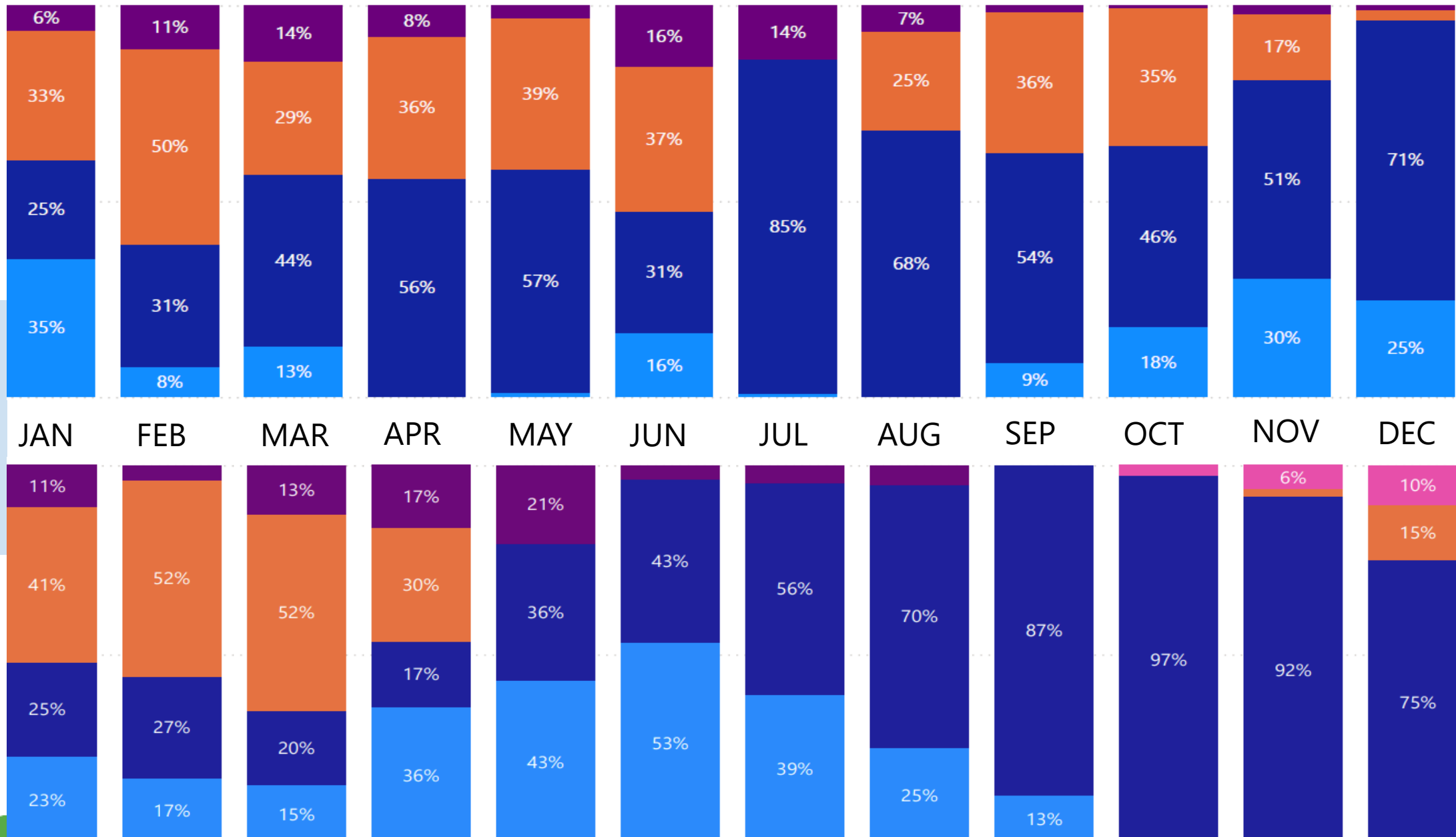
Funding Resource %

Intercity Transit employees completed the highest percentage of revenue hours.

Community Jobs WorkFirst IT Employee TWA Light Duty IT Employee Volunteer Work Study Intern



2024 to 2025



Operations Improvements

- Village Vans Webpages updated.
 - Transportation page contains clear service qualifications and a link to a digital application.
 - Driver Program page updated to recruit a wider variety of volunteers, not limited to those seeking employment.
- Improved application process:
 - Digital application through Microsoft Forms
 - Printable pdfs available in English, Spanish, and Arabic.
- Implemented Microsoft Power Automate into Service Eligibility workflow for end-to-end automation.
 - Passengers receive an automated email as soon as the application is submitted with next step instructions.
 - Passenger receive automatic email reminders 60-days and 30-days before service expires.

Village Vans Eligibility Application

INTERCITY TRANSIT

Village Vans helps passengers overcome transportation barriers for up to one year. After a year, passengers transition to other modes of transportation. Passengers must complete an eligibility process before being approved to use this service. Please complete the enclosed application to begin the application process online.

How to Apply
If you have questions about Village Vans eligibility, call **360-705-5840**. If you need help with the application, we can assist you.

When and how will you find out if you are eligible?
Once the application is received, you will be notified within one business week via telephone or email to discuss the next steps. If you are approved for Village Vans, you must sign the passenger agreement. If children will accompany you on your commute, you must complete a car seat fit check and sign the child passenger liability statement. After completing the paperwork, you will receive a certification letter and Village Vans service guide with information about the service. If it is determined you are able to use the bus for some or all of your trips, you will be notified of the reasons for the decision and information will be provided about how to use these services.

Please fill out the application as completely as possible before submitting to Village Vans.

Mail:
Intercity Transit/Village Vans
P.O. Box 659
Olympia, WA 98507-0659

Email:
VillageVans@intercitytransit.com

Phone:
360-705-5840

In Person:
205 Franklin Street NE Olympia,
WA 98501
(Daily, 7 a.m. - 6 p.m.)

Scan the code above to access an online version of this application. Additional information can be found at: intercitytransit.com/services/village-vans

Village Vans Office Use

Client Previous Client

_____ MI

_____ Apt/Bldg # _____

_____ Zip _____

_____ Date of birth _____

Application Recertification

_____ months 6 months 9 months

_____ or case manager of the passenger

_____ the passenger.

_____ ship _____ ant _____

Village Vans service ends, how do you plan to get to work?

Carpool Walk If other, please specify.

Personal vehicle Bus

Rideshare (ex: Uber, Lyft, etc.)

Other

Village Vans Eligibility Application page 1 of 4

Village Vans Eligibility Application page 2 of 4

Partnerships

- Coastal Community Action Program: Community Jobs WorkFirst
- ASHHO Cultural Community Center: Job Skills Program
 - Transportation provided to three participants in the 2nd cohort of the Culinary & Hospitality Job Skills program.
- Thurston County Food Bank
 - Village Vans provided transportation for Community Jobs participants placed at TCFB.
 - When volunteers experienced food insecurity, referrals to the food bank helped volunteers provide food for their families.
- The Evergreen State College
 - Center for Community-Based Learning and Action: Community Service Work Study Program.
 - Provided transportation for a student working at the satellite Food Bank.

coastal
Community Action
program

ASHHO 
CULTURAL COMMUNITY CENTER
come join us



evergreen

INTERcity
TRANSIT

Testimonials: Passengers

“

“I have been using the Village Vans program to ride to work 4 days a week since September of 2025. Due to a medical diagnosis, I do not drive so I rely on others to get around. Where I currently live there is no public transportation through the bus, Rural Transit, or even Dial A Lift available. Thank you so much for having a wonderful program like this and helping make a difference in the lives of us who can not drive.”

Current Passenger- Veronica

”

“



Former Passenger- Toni

”

Testimonial: Volunteer

“

"After being laid off, I had the opportunity to volunteer with Intercity Transit's Village Vans Program, and it became a truly valuable experience for me. Beyond the chance to give back to my community and connect with the wonderful customers we served, I also gained professional growth and support that made a real difference for me during a difficult transition. I am grateful for the experience which helped me move forward in my career with renewed confidence."

Former Volunteer- Kayla, Senior Fleet Business Analyst

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Highlights



Peak number of participants:
four at the same time!



Our team was able to attend
many outreach events this year,
19 total events.



Former volunteer Derek
Underwood is doing great as a
Coach Operator!