Access Pierce

Mobility Through Connection

WSDOT Consolidated Grant 2027–2029 · Mobility Management

PSRC Regional Ranking Presentation



United Way of Pierce County

Why Pierce County needs this

37%

of Pierce households are ALICE or below poverty (2024)

129,400

Pierce residents live with a disability (2023)

141,300

Pierce residents are age 65 or older (2023)

PSRC's own plan names this need and ranks the solution High Priority

Coordinated Mobility Plan (May 2026), Need #5: transportation options are confusing and hard to navigate. Strategy 5 (High Priority): mobility management that helps riders navigate options and complete their trips.

Sources: UWPC ALICE data (2024); PSRC Coordinated Mobility Plan (May 2026), ACS 2023 estimates

One call, one intake, one guide



Someone calls

A rider, family member, or hospital case worker contacts us



A navigator listens

We screen eligibility and explore every option, not just one



One intake, routed

Sent to the right provider: transit, paratransit, NEMT, or Ride United



We follow up

We stay with the rider until the connection is made

Riders go from four or five contacts to one

Accessible by design

Human navigation for people the digital divide leaves behind

Unlimited time

Navigators stay on the line as long as it takes

Unlimited follow-up

Reconnect, check in, and keep navigating until it works

Hands-on form help

We complete intakes and online forms on the caller's behalf

Many doors in

Phone, online, email, and text, with human support in every channel

Language and technology

Support tailored to language, cultural, technology, and accessibility needs

Calling for someone else

Case workers and family members have a dedicated intake path

Ride United closes the gaps

The gap

- Evenings, early mornings, and weekends
- Areas with little or no fixed-route service
- Same-day and urgent needs
- Waiting for permanent transportation to be approved

The bridge: Ride United

- Free Lyft rides, on demand or scheduled ahead
- Dispatched from our own platform in the same call
- Immediate need met while long-term options are secured
- Free trips to a new job until the first paycheck

Gaps as named in PSRC's Coordinated Mobility Plan: temporal, spatial, and service-quality gaps

More than a ride

One call surfaces the whole picture

A ride to the food bank isn't the end of the interaction. It's one piece of a coordinated response to everything the caller is facing.

Hospital and care-facility case workers already refer patients to us (PSRC Strategy 6)



Food



Housing



Health care



Financial help



Mental health



Jobs and training

Proven, coordinated, aligned

2,683
contacts a year

1,734
seniors and people with disabilities served

80–98%
of ride intakes approved

85–86%
caller satisfaction

Coordinated with

- PSRC Special Needs Transportation Committee
- Pierce County Coordinated Transportation Coalition
- One Call/One Click regional platform
- Sounder, Tacoma Link, Amtrak, Greyhound, ferries, Park & Rides, vanpool
- NEMT broker, hospitals, and care facilities

Annual results, prior grant cycle baseline

Our request

1

Sustain 3.0 FTE Transportation Navigators

A proven, locally led function with stable staffing

2

Four-year sustaining grant, July 2027 to June 2031

20% local match from UWPC's unrestricted, privately donated dollars

3

Your highest-priority regional ranking

Strategy 5 is a High Priority in PSRC's own plan

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