

16694 - Beyond the Borders

Application Details

Funding Opportunity: 15642-2023-2025 Consolidated Grant Program - Operating
Funding Opportunity Due Date: Oct 27, 2022 3:01 PM
Program Area: Consolidated Grant Program
Status: Editing
Stage: Final Application

Initial Submit Date:
Initially Submitted By:
Last Submit Date:
Last Submitted By:

Contact Information

Primary Contact Information

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Salutation First Name Last Name
Title: Program Specialist 3 - Human Services Transportation
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Tacoma Washington 98418-7920
City State/Province Postal Code/Zip
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Phone
###-###-####
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###-###-####

Organization Information

Legal Name*: Pierce County Human Services
DBA Name*: Pierce County Human Services
Organization Type*: County Government
DUNS #: 071850887

Unique Entity Identifier (UEI): ZLQHKM7CHCF3
Organization Website: (Please enter http://... for this field)
Physical Address*: 1305 Tacoma Ave
Suite 104

Mailing Address*:

Tacoma Washington 98402-1903
City State/Province Postal Code/Zip
950 Fawcett Ave
Suite 100

Remit to Address*:

Tacoma Washington 98402-5603
City State/Province Postal Code/Zip
950 Fawcett Ave
Suite 100

Phone*:

Tacoma Washington 98402-5603
City State/Province Postal Code/Zip
(253) 798-4500 Ext.
###-###-####

Fax:

(253) 798-2818
###-###-####

Fiscal Year End

Last day of*:

December

Organization Contact Information

Organization Contact Information

Organization Director

Name*:

Heather Moss
First Name Last Name

Human Services Director heather.moss@piercecounitywa.gov
Title Email Address

Applicant Contact

Name*:

Daeveene May Daeveene May
First Name Last Name

Mobility Manager daeveene.may@piercecounitywa.gov
Title Email Address

Project Contact

Name*:

Daeveene May Daeveene May
First Name Last Name

Mobility Manager daeveene.may@piercecounitywa.gov
Title Email Address

Summary of Project Information

Summary of Project Information

PLEASE NOTE:

OPERATING- General operating assistance ? Select this option if you are a transit agency and are submitting only one operating project that includes all of the transportation services your organization provides (maximum grant request of \$ 1.5 million).

OPERATING- Operating assistance for a specific service ? Select this option if your organization is submitting an application for specific services you provide.

Operating Type*: Operating assistance for a specific service

Refer to the glossary in the [Consolidated Grants Guidebook](#) for service-type definitions.

Service Type*: Demand-response,Route-deviated

Select either ?Sustain Existing Service? or ?Expand Service.?

Need for Service*: Sustain existing service
Select One

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements. For an example of last biennium's federal requirements see the [Consolidated Grants Program Guidebook](#).

Willing to Accept FTA funds for the biennium?*: Yes

Select all of the Congressional District(s), Legislative District(s) and County(ies) the project will serve.

[Congressional & Legislative District map](#)

Congressional District(s)*: 10,8

Legislative District(s)*: 02,25,31

County(ies)*: Pierce

Duration of Project*: Four Years

Dependency on Other Projects

Dependent on other projects?	Project Title
No	

Scope of Work

Project Description

Select the [Regional Transportation Planning Organization / Metropolitan Planning Organization \(RTPO/MPO\)](#) that will be ranking this project from the drop-down menu.

RTPO/MPO*: Puget Sound Regional Council

Is this project primarily serving a rural area?*: Yes Any service that supports Public Transportation in rural areas with populations less than 50,000.

Is this project primarily serving the Seattle, Tacoma, Everett urbanized area?*: No

Provide a brief, high-level description of what your project proposes to do (address who, what and where).

This description may be used to describe your project to the Legislature.

Proposed scope/description of the work.*:

The scope will sustain accessible demand & deviated fixed route transportation for special needs riders who live or travel to unincorporated rural & suburban locations in east & south Pierce County who don't receive service from Pierce Transit (PT). Special needs clients served by include seniors, low-income, persons w/ disabilities & youth 5-17.

Why is this project needed, and how does this proposal address the need?

Describe why you are pursuing the proposed project. Include a description of the transportation problem that needs to be addressed, how the problem was identified, and how the proposed project will address the problem.

Need*:

This project is needed to support the rural areas of the county without transportation and connect the residents in the county that have special needs. As of 2021, Pierce County has an estimated 927,428 residents, a 105,000 increase since 2010. Approximately 46% of Pierce County's residents live in unincorporated areas without access to public transportation. In the 2020-2023 Area Plan published by Pierce County Human Services? Aging and Disability Resources (ADR) division, transportation is listed as a Level One Priority for the health and wellbeing of seniors and persons with disabilities. The Puget Sound Regional Council's (PSRC) 2022-2050 Regional Transportation Plan (PSRC Plan) identifies difficulty getting to medical facilities located in urbanized areas from rural areas, and the lack of affordable non-emergency medical transportation (NEMT) options. Since 2003, BTB has been meeting the needs expressed in both Plans by addressing the gaps in transit service and providing trips to jobs, medical appointments, food banks or other basic needs. This is achieved by providing completed direct trips and/or connections to other transportation providers to complete the trip. There are limited transportation options in this area and if BTB were not available, many special needs riders would be negatively impacted by the inability to have their basic needs met. Pierce County Human Services (PCHS) is pursuing funding to serve identified clients in the rural areas of the county.

Describe coordination efforts with your regional planning organization.

Include details such as inclusion in regional plans, what prioritized strategies are being addressed, who was involved in defining the problem, other alternatives that were/are being considered for solving the problem, and demonstrations of local/regional support for implementing the proposed project.

Coordination Efforts*:

BTB is highlighted in the PSRC Plan as an example of a program that is addressing needs and gaps in the Puget Sound region (Page 60). As a long-standing program, BTB meets and exceeds the goals listed in the plan as follows: Goal #1 - Put People First. BTB provides safe and reliable service at no cost to eligible riders. Goal #2 - Move People Efficiently. BTB has recently added a lower cost supplemental provider for demand

response trips that will allow the service to deliver more rides within the same budget, increasing the number of rides provided. Goal #3 - Move More People. BTB has increased annual ridership from 15,000 (in 2018) to over 16,000 rides annually, serving more than 350 clients per year. BTB also meets several of the high priority strategies in the PSRC Plan by connecting rural and suburban residents with transportation to services that meet their basic needs and increasing coordination between transportation providers by developing partnerships that put customer service first. The BTB has also implemented new strategies from "Move Ahead Washington" package by consolidating trips to reduce traffic in the Pierce County area when possible. PCHS and the Pierce County Coordinated Transportation Coalition (PCCTC) have quarterly meetings to problem-solve needs and work closely with Pierce Transit, United Way 211, and other community partners in support of this project. The pandemic was a huge disruption to the ongoing success of the program, but BTB was still able to serve seniors by delivering meal to senior centers, develop a system to transport residents of all ages to get COVID shots, and support school-age kids in Eatonville who were struggling to get to school programs. In 2021, BTB Expansion performed 3,843 trips, which created a cost saving to the SHUTTLE program of \$301,906. In the first six months of 2022, BTB has provided 9,873 trips.

How does the project advance efficiencies in, accessibility to, or coordination of transportation services provided to persons with special transportation needs?

To be eligible for funding for special needs transportation, [RCW 47.01.450](#) requires that applicants address how their project advances the efficiency, accessibility, and/or coordination of special needs transportation.

Describe how your project advances these areas, and how you are going about developing these advancements. Additionally, identify the special needs population to be served by this project.

Special Needs Transportation:

BTB serves special needs riders, including seniors, low-income persons, persons with disabilities and youth 5-17. BTB is an efficient investment as it provides options through both demand response and deviated fixed route service for the most cost-effective transportation solution based on rider needs and location. Service is provided Monday - Saturday 6 am and 10 pm, excluding major holidays, making the program accessible over a broad span of time. Pierce Transit and BTB have a program for dually eligible BTB and SHUTTLE riders to travel directly to their destination instead of transferring at a connection point. This reduces wait times and eliminates complicated transfers for riders. BTB is also a partner with the 211 Transportation Resource Center, which offers a central rider intake system to make it quicker for riders to determine eligibility for service and access other resources offered by 211. BTB coordinates with human services providers and the local transit agencies to assist with trips that cross boundaries to increase convenience for special needs riders. The County piloted a more cost-effective program utilizing a ride-share company to provide demand trips. The results were successful, and that option is now a part of the services BTB offers. BTB intake staff have been focusing on consolidating demand rides to be more efficient and reducing spending which is a big push in the package "Move Ahead Washington". The BTB Expansion program nearly eliminates the need for paratransit (SHUTTLE) eligible individuals to transfer from BTB to SHUTTLE when traveling to certain destinations as far as 5-7 miles inside our service area; this makes transportation more seamless and efficient for travelers and eliminates the need for costly deadheading of SHUTTLE and/or BTB services to facilitate a transfer making both services more efficient.

For operating, mobility management and capital projects: How will your organization measure whether the project is successful and improves the efficiency and effectiveness of public transportation?

Identify data sources and monitoring processes. Explain how the project provides more efficient and effective transportation services to the target population(s) within the community. Describe strategies or steps to be taken if the project does not meet its performance targets.

For Planning Projects: How will your organization measure the planning project's success?

Identify data sources used in the planning process.

Measurement of Efficiency and Effectiveness*:

BTB operates a data-driven environment and analyzes types of data to determine the success of the project. Data is collected from the contracted providers monthly. In addition to standard data collection sets such as the number of passenger trips, revenue vehicle hours and revenue vehicle miles, the program also collects and monitors on-time performance, rider feedback and rider satisfaction surveys. For deviated fixed routes, ridership by route and stop is monitored so that changes can be made to increase efficiency and meet more rider needs. Data, statistics, and measures are evaluated regularly to see if targets and goals are trending in the right direction. Based on the results of the analysis, staff will develop and implement changes to routing, scheduling to improve efficiency, provide marketing, outreach to invite new riders and/or find partnership opportunities to leverage resources to increase efficiency and effectiveness. Examples of improvement is when the ridership on a deviated fixed route recently declined, customer feedback showed that a highly desired location wasn't on the route. A simple routing change allowed riders to travel to a shopping center where they could purchase basic need items like medication, clothing and food. Another example of data-driven change came when rising trip costs put BTB at risk of having to turn down ride requests. The County monitors invoices and trends monthly and has a monitoring program that checks the program bi-annually.

How does your project connect to, coordinate with, leverage or enhance other modes of transportation in your service area (i.e., aviation, intercity bus or rail, park and rides, bicycle/pedestrian)?

Describe how this project supports and interacts with other modes of transportation in the project area. Does this project enhance other transportation or social services within your organization or among partners?

What efficiencies will be gained within the service area as a result this project?

Other Modes of Transportation*:

BTB connects and coordinates with Pierce Transit's fixed route buses and ADA paratransit buses as well as Sound Transit's express bus and commuter rail services. Passengers can be dropped off by BTB at a park and ride, transit center or train depot for ease of access to these modes of transportation. BTB's deviated fixed route service can also accommodate bicycles if a rider wishes to bring one on board. BTB is the largest special needs transportation provider in East and South Pierce County, offering the largest range of service during the week and at times other services are not available. Partnerships are in place with other transportation providers to coordinate overlaps in service areas to optimize coverage. For example, when a client's return home from work is later than another program's hours allowed, BTB can accommodate the return trip. BTB also provides transportation to those who are not eligible for public transportation or Medicaid services. BTB has also contracted with a ridesharing company, Envoy America, as an alternate mode of transportation for riders. Drivers are trained to work with seniors and persons with disabilities, making it a perfect fit for special needs riders. Other leverage comes when agencies collaborate to ensure a client gets the ride they need. When an agency unexpectedly didn't have a driver to cover a trip to work, BTB was able to accommodate it on short notice. BTB leverages the centralized rider intake at 211.

Identify the project staff for this project. What type of experience do these individuals have with grant management?

Provide the names and experience of the key staff that will be working on this project, including their experience managing projects similar to the proposed project.

Project Staff:

The project manager is Stephanie Bray, Community Development Supervisor. Ms. Bray has 16 years of grant management experience. She currently manages \$9 million in federal, state, and local grants, including WSDOT and FTA funds for BTB and Mobility Management, Community Development Block Grant funds, HOME funds and Violence Prevention funds. In addition, she oversees the day-to-day delivery of contracted grant funds, program planning and program development. Daeveene May, Transportation Program Specialist, provides day-to-day management of the program including contract compliance and grant management. Mr. May has 21 years of experience in military transportation including transportation planning, analysis, and contract compliance. He currently manages the BTB, and Mobility Management grants awarded to Human Services for the 2021-2023 biennium, which total \$2.13 million dollars. He is responsible for ensuring all required federal and state reporting and procurement processes are followed. In addition, he is responsible for defining and meeting project milestones, targets and managing programmatic elements of the service.

Coordinated Public Transit - Human Services Transportation Plans (CPT - HSTP)

Coordinated Public Transit- Human Services Transportation Plan	Page number(s) or TBD
Puget Sound Regional Council	1-89

Budget

Expenses

Expenses	If Other, Please List	** July 1, 2021 - June 30, 2022 (Actual)	** July 1, 2022 - June 30, 2023 (Budgeted)	July 1, 2021 - June 30, 2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	Variance Between Biennia	** July 1, 2025 - June 30, 2027 (Projected)	Variance Between Biennia
Contracted Services - Transportation		\$739,457.00	\$825,551.00	\$1,565,008.00	\$2,199,530.00	40.54%	\$2,309,507.00	5.00%
Overhead		\$22,120.00	\$25,967.00	\$48,087.00	\$51,934.00	8.00%	\$56,090.00	8.00%
Labor & Benefits		\$74,612.00	\$77,211.00	\$151,823.00	\$159,414.00	5.00%	\$167,385.00	5.00%
		\$836,189.00	\$928,729.00	\$1,764,918.00	\$2,410,878.00		\$2,532,982.00	

Revenue and/or Match

Revenue and/or Match Sources	If Other, Please List	** July 1, 2021 - June 30, 2022 (Actual)	** July 1, 2022 - June 30, 2023 (Budgeted)	July 1, 2021 - June 30, 2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	** July 1, 2025 - June 30, 2027 (Projected)
Local: Other	Pierce County-VA	\$0.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00
Local: Other	Pierce Transit	\$180,000.00	\$180,000.00	\$360,000.00	\$360,000.00	\$360,000.00
Local: Other	Goodwill	\$0.00	\$0.00	\$0.00	\$10,000.00	\$10,000.00
Local: Other	Pierce County-ADR	\$35,000.00	\$35,000.00	\$70,000.00	\$70,000.00	\$70,000.00
Local: Other	Panza	\$0.00	\$10,000.00	\$10,000.00	\$0.00	\$0.00
Federal: FTA via WSDOT		\$739,457.00	\$825,551.00	\$1,565,008.00	\$0.00	\$0.00
		\$954,457.00	\$1,070,551.00	\$2,025,008.00	\$460,000.00	\$460,000.00

Summary of Awarded Amount for July 1, 2023 - June 30, 2025

Requested Amount: \$1,950,878.00

Revenue / Match Amount: \$460,000.00

Summary of Awarded Amount for July 1, 2025 - June 30, 2027

Requested Amount: \$2,072,982.00

Revenue / Match: \$460,000.00

Variances

Variance between 2021-2023 and 2023-2025: 36.60%

Variance between 2023-2025 and 2025-2027: 5.06%

Variances:

PCHS request for proposals was utilized in early 2019 to solicit bids to purchase contracted services for BTB. Due to rising operating costs and the pandemic, the bid for providing the service was higher than anticipated. BTB ran at 65% during the pandemic. BTB has started to see pre-COVID ridership number increase. To return to baseline service levels, the project is requesting an overall increase in funding for the 2023-2027 biennium to sustain the project.

Other Sources

Other Sources*:

Support from our financial partners have allowed BTB to contribute more than the minimum match requirement for the project for the last two biennia as well as the upcoming two biennia. Pierce Transit, the local transit agency, has been a financial partner for the BTB program since its inception in 2003. In 2018, Pierce Transit increased its existing financial support by 20%. This increase is to fund the successful boundary expansion partnership that was piloted in 2016-2017. In 2021 the partnership provided 3843 trips. The Aging and Disabilities Resources (ADR) division of Pierce County Human Services is also a financial partner. ADR supports senior transportation to a meal site in Eatonville three days per week. As Eatonville is inside the BTB service area, it was easy to leverage the ADR funds with BTB funds to support transportation for seniors to the meal site. This allows a dedicated vehicle to remain in Eatonville to provide service to other special needs residents in Eatonville like supporting school age children to special need programs in the area. PCHS's Veterans division is a financial partner in continuing services in Orting for the veterans in Orting Village. Instead of doing demand trips at the Orting Village, it made financial sense to do the 3 days a week route and support the clients. Some clients might still need demand trips but not as much. Other leverage comes when agencies collaborate to ensure clients gets the rides they need. For example, when an agency unexpectedly didn't have a driver to cover a trip to work, BTB was able to accommodate it on short notice. Also, BTB leverages the centralized rider intake at 211's Transportation Resource Center, which expedites the trip scheduling process. PHCS has requested match from more partners than previous grants such as, Sound Transit, DaVita, MultiCare, Goodwill, Tacoma Health Department, and other key community partners.

Comments

Comments*:

The budget was developed by previous year budgets prior to COVID, current ridership, and operating cost analysis. BTB ran at 65% of its capability due to the pandemic and rising operating cost. BTB has just started to see pre-COVID ridership numbers in the months of April-September 2022. The budget and ridership numbers are based on June-September ridership and expenses. Budget development - EXPENSES:

CONTRACTED SERVICES - Transportation includes costs for provider(s) who will provide all transportation services based on prices determined by RFP. Budgeted for 11% increase in the first year to cover anticipated increased contract costs for services for the first biennium, 5% for the second biennium. LABOR & BENEFITS: The amount budgeted using current and projected labor and benefits costs for staff who will be assigned to the project. Human Services budgets 2.5% each year for Cost-of-Living increases. OVERHEAD: Includes rent, utilities, telecommunications, IT, insurance, supplies and allocated department overhead. Budget development - REVENUES: Match- State: PC Area Agency Aging - \$70,000 per each biennium. Match- Local: Pierce Transit - \$360,000 per each biennium. Match- Local: Goodwill- \$10,000 per each biennium. Match- Local: PC Veteran's- \$20,000 per each biennium. Amount Requested: The balance needed to cover the budgeted expenses after the match has been used. The County has requested match from several other agencies and will have more than the required 20% match.

DBE Goals

DBE Goals	Percentage	Efforts	No DBE
Yes	0.00%	0-10%. Human Services (HS) will continue to pursue opportunities to procure goods and services from DBE providers, however there are limited qualified contractors as described below. Efforts will be continued to identify new potential DBE providers.	

Summary

July 1, 2023 - June 30, 2025

Expense Total:	\$2,410,878.00
Revenue Total:	\$460,000.00
Requested Amount	\$1,950,878.00
This is the amount of grant funds your organization is requesting from July 1, 2023 - June 30, 2025.	
:	
Percentage of Match:	19.08%

July 1, 2025 - June 30, 2027

Expense Total:	\$2,532,982.00
Revenue Total:	\$460,000.00
Requested Amount	\$2,072,982.00
This is the amount of grant funds your organization is requesting from July 1, 2025 - June 30, 2027.	
:	
Percentage of Match:	18.16%

Service Level

Project Service Level Information

Project Specific Information	July 1, 2021 - June 30, 2022 (Actual)	July 1, 2022 - June 30, 2023 (Budgeted)	July 1, 2021 - June 30, 2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	Percent of Change	July 1, 2025 - June 30, 2027 (Projected)	Percent of Change
Revenue Vehicle Hours	6868	7861	14729	29016	97.00%	30467	5.00%
Revenue Vehicle Miles	103062	115975	219037	225888	3.13%	237182	5.00%
Passenger trips should be entered as whole numbers only.							
Passenger Trips	18267	16267	34534	42092	21.89%	44196	5.00%
Volunteer Hours	0	0	0	0	0.00%	0	0.00%
					122.02%		15.00%

Project Service Level Description

Describe the methodology used to develop these estimates, including any assumptions used in their development.

How were service-level estimates developed?*

Service levels were developed by analyzing current and historical rider trends after some of the COVID restrictions were loosened by federal and state guidance in 2022. Data was based off of June - September 2022 ridership. The ridership for these months shows a better indication of ridership and was used to calculate projections moving forward. Calculating the impact of increased rider demand over the next two-year cycle to project a reasonable expected level of growth in service as described below. For the period July 1, 2023 to June 30, 2025, HS projects a steep increase of 21% in passenger trips, with a correlated increase in miles and hours. Efficiencies made in transportation delivery will allow a modest increase of passenger trips within the current budget like share riding and trip planning routes. The increase also comes from outreach in cities like Buckley, Roy, Eatonville and Wilkerson. For the periods July 1, 2023 to June 30, 2025 and July 1, 2025 to June 30, 2027, HS projects the increase of passenger trips will remain steady at 5% each over two year biennia with a correlated increase in miles and hours.

For demand response, or deviated fixed route projects, summarize the intended outputs of this project in both qualitative (narrative) and quantitative (statistical) formats. There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply. In those cases, quantifiable objectives can be used instead by submitting the following information: number of trainings or outreach, or number of passengers served, or other measurable outcomes produced by this project. Ensure there is a quantitative output, as these will be the baseline measurement for the following biennium's application. Qualitative measures are optional.

Intended Outputs:

BTB combines statistics from both deviated fixed route and demand response service. BTB aims to achieve the following targets outputs for the program. 1. Number of annual boardings: TARGET= 5% increase in overall boardings over each 2-year period; 2. Cost per boarding: TARGET= 8% decrease in overall cost per boarding over each 2-year period; 3. Number of unduplicated clients (monthly & annually): TARGET = 10% increase overall unique clients over each 2-year period. BTB currently utilizes 2 contract transportation providers to service our special needs riders. The 2nd provider, an assisted ride share company, was added in 2018 as a way to provide cost effective service for long distance and late night trips that were expensive to purchase from primary provider. This strategy allows BTB to meet the first 2 targets by increasing the number of annual boardings and reducing our overall cost per boarding. When all targets are met, riders will achieve a healthier, better quality of life.

Milestones

Milestones

OPERATING ACTIVITIES	Date (mm/yy)
Service Start	07/23
Service Complete	06/27

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Copy of organization's most recent audit report	✓	Pierce County Annual Financial Report- 2021	Annual Report 2021_FINAL.pdf	pdf	3 MB	10/10/2022 02:00 PM
501(c) IRS Letter of Determination (for new non-profit applicants only)						
WA Utilities & Transportation Commission (UTC) Certification (for new non-profit applicants who are direct service providers)						
Service area map	✓	BTB Service Area Map	Service Area.pdf	pdf	150 KB	09/20/2022 10:41 PM
Population density map	✓	Density Map	Pierce County Density Map.pdf	pdf	1 MB	10/26/2022 05:10 PM
Letters committing matching funds		Match Letters	Combined Match Letters and Possible Match Partners.pdf	pdf	724 KB	10/26/2022 02:36 PM
In-kind match valuation proposal (only operating and mobility management projects may use in-kind contributions as matching funds)						
Letters of support (combine into one file attachment)		Letters of Support	Combined Letters of Support.pdf	pdf	832 KB	10/21/2022 02:18 PM
Letter of concurrence (for projects that operate in multiple planning regions)		Client Support Letters	Combined Client Letters.pdf	pdf	314 KB	10/21/2022 11:04 AM
Federal Indirect Cost Rate Approval Letter						
Cost Allocation Plan						

Supplemental Information

Supplemental Information

Supplemental Information:

The County conduct a Special Needs Transportation Survey in 2021. This survey helped the County to continue to identify and publish decision-making processes relative to incorporating environmental justice consideration into budgeting, expenditures and granting or withholding environmental benefits. This program focuses on the eligibility listed in the application, the rural areas of Pierce County where there is no public transportation and looks at the criteria listed in the Washington State HEAL Act. BTB clients with severe mobility problems have drivers take them in and stay with clients throughout their appointments sometimes. BTB has changed some of the normal practices to consolidate demand rides when all possible. The end result of this move is to be able to give more demand rides, have less vehicles on the road on a daily basis, and saving financial dollars in the program and state. The County will continue outreach and engage overburdened communities and vulnerable populations. BTB has several ways to apply for service: 1) 211; 2) Calling directly to BTB; and 3) Applying online at <https://www.piercecountywa.gov/1269/Transportation-Services>. BTB does more than touches clients, we also work with so many community partners to ensure transportation needs are met in the County. Please see link provided: <https://www.piercecountywa.gov/4348/Other-Transportation-Resources>. One of our key partners is Pierce Transit. The County piloted a more cost-effective program utilizing a ride-share company to provide demand trips. The results were successful, and that option is now a secondary provider, so all ride requests are currently being fulfilled and BTB has the capacity for a slight increase in ride capacity with the same level of funding. The BTB Expansion program provided over 2,400 trips, which has cost savings to the SHUTTLE program. Each trip provided in this program eliminates the need for costly SHUTTLE trips and improves the customer experience by reducing travel time. The BTB expansion program nearly eliminates the need for paratransit (SHUTTLE) eligible individuals to transfer from BTB to SHUTTLE when traveling to certain destinations as far as 5-7 miles inside our service area; this makes transportation more seamless and efficient for travelers and eliminates the need for costly deadheading of SHUTTLE and/or BTB services to facilitate a transfer making both services more efficient. BTB also helps are communities connect to Pierce Transit and the Sound Transit transportation systems. BTB service is for individuals who meet the special needs criteria and live or travel outside the PTBA in rural East and South Pierce County. The service connects riders coming into the PTBA with Pierce Transit fixed route buses, Sound Transit bus and train or SHUTTLE. Lastly, BTB service is provided utilizing three Connector bus routes; one route connects Sumner with Bonney Lake, Orting to South Hill/Puyallup, and the other goes from South Hill to Spanaway. These routes can also deviate up to a mile to pick up customers by request. BTB also offers door to door demand response service for those who don't live near a Connector route in the rural areas in Pierce County. PCHS is the lead agency and contracts with contractors to provide the service and is consistent with the funding source's eligibility requirements based on the fact that operating costs for transportation services provided by the BTB project are acquired via a contracting process. Vendor service contracts are awarded based on the solicitation of proposals from qualified transportation providers during an open competitive RFP process. Vendors are responsible for customer intake and eligibility, reservations, dispatching and all miles driven in the transportation of clients and collection of data pertaining to transportation service.

Vulnerable Populations in Overburdened Communities & Tribes - May 2022

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits to vulnerable populations your project provides using the descriptions above, if any. Explain how your project provides these benefits. Your response may include suggestions about how WSDOT should evaluate project(s) against Climate Commitment Act requirements in the future.

Vulnerable Populations in Overburdened Communities*:

The County conduct a Special Needs Transportation Survey in 2021. This survey helped the County to continue to identify and publish decision-making processes relative to incorporating environmental justice consideration into budgeting, expenditures and granting or withholding environmental benefits. This program focuses on the eligibility listed in the application, the rural areas of Pierce County where there is no public transportation and looks at the criteria listed in the Washington State HEAL Act. Outreach has been going on from the survey that was done in 2021. We have information broken down by zip codes in the county that show race, income, education, population, and vulnerable populations.

Tribal Support

Is this project directly operated by a tribe?* No

Is your project serving and is it supported by a tribal nation in Washington? : No

Estimate the percentage of your project that serves the tribe: 0.00%

By checking this box, you are confirming your outreach to the tribe in pursuit of a resolution formally supporting your project : No

Attachments

Tribal support correspondence/resolution:

Certification

Certification

I certify, to the best of my knowledge, that the information in this application packet is true and accurate and that this organization has the necessary fiscal, data collection and managerial capabilities to implement and manage the project associated with this application:

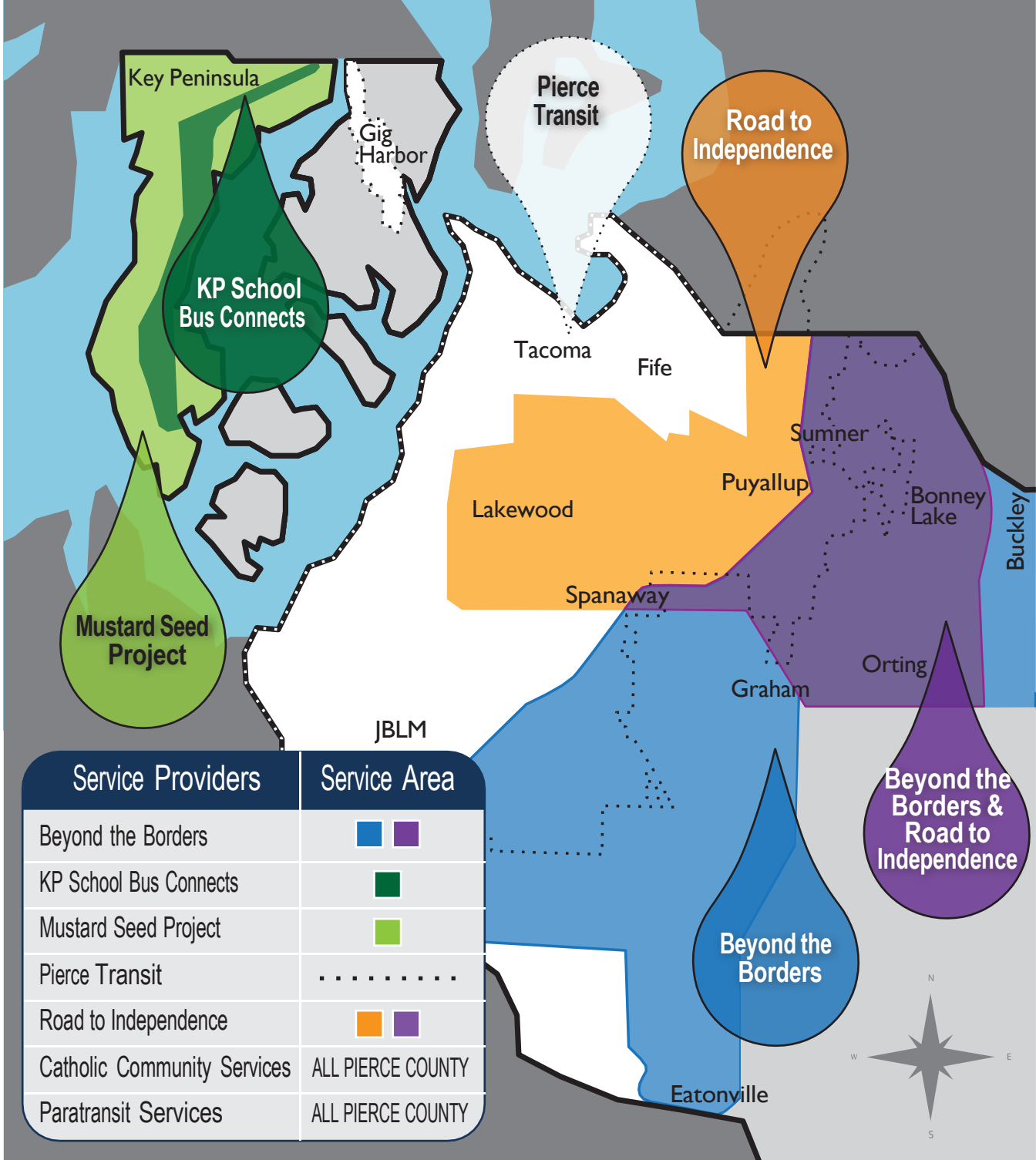
Certification*: Yes

Application Authority*: Heather Moss
First Name Last Name

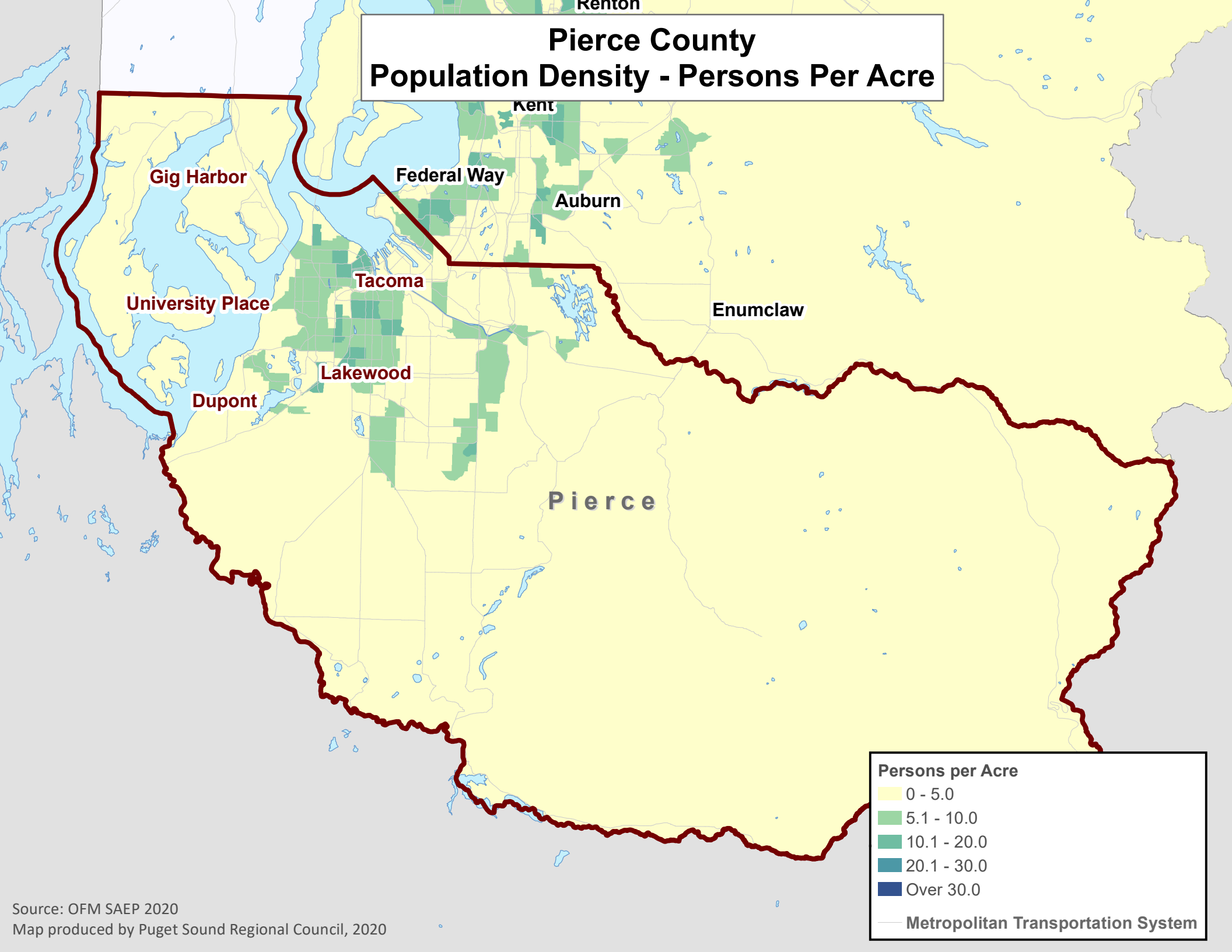
Title*: Director, Human Services

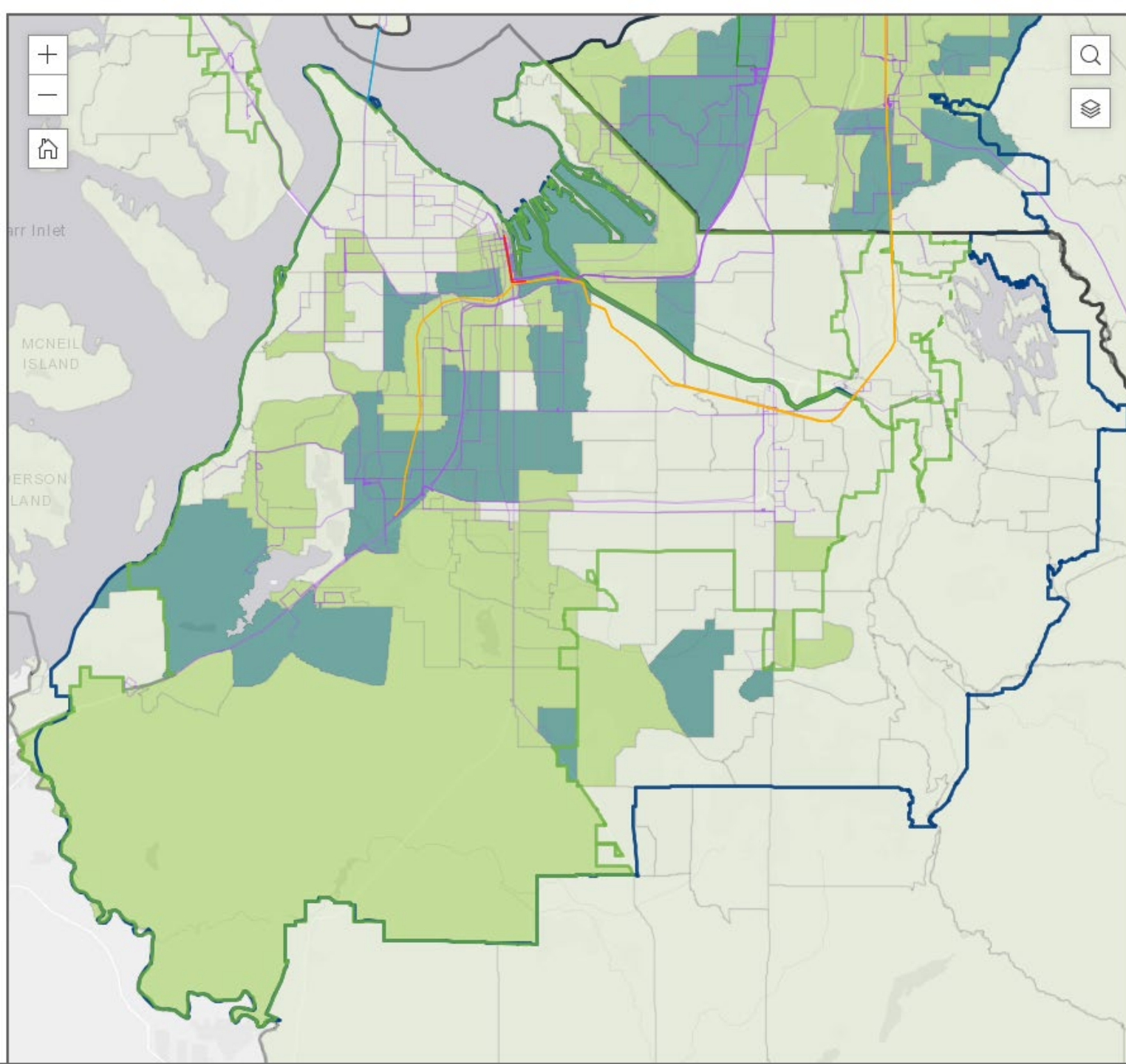
Date*: 10/26/2022

Transportation Options in Pierce County



Pierce County Population Density - Persons Per Acre





Public Transportation

Transit Routes (2018 Network)

Transit Mode

- Bus
- BRT
- Street Car/Monorail
- Commuter Rail
- Light Rail
- Ferry
- Passenger-only Ferry

Transit Agency Service Areas

Public Transit Service Areas

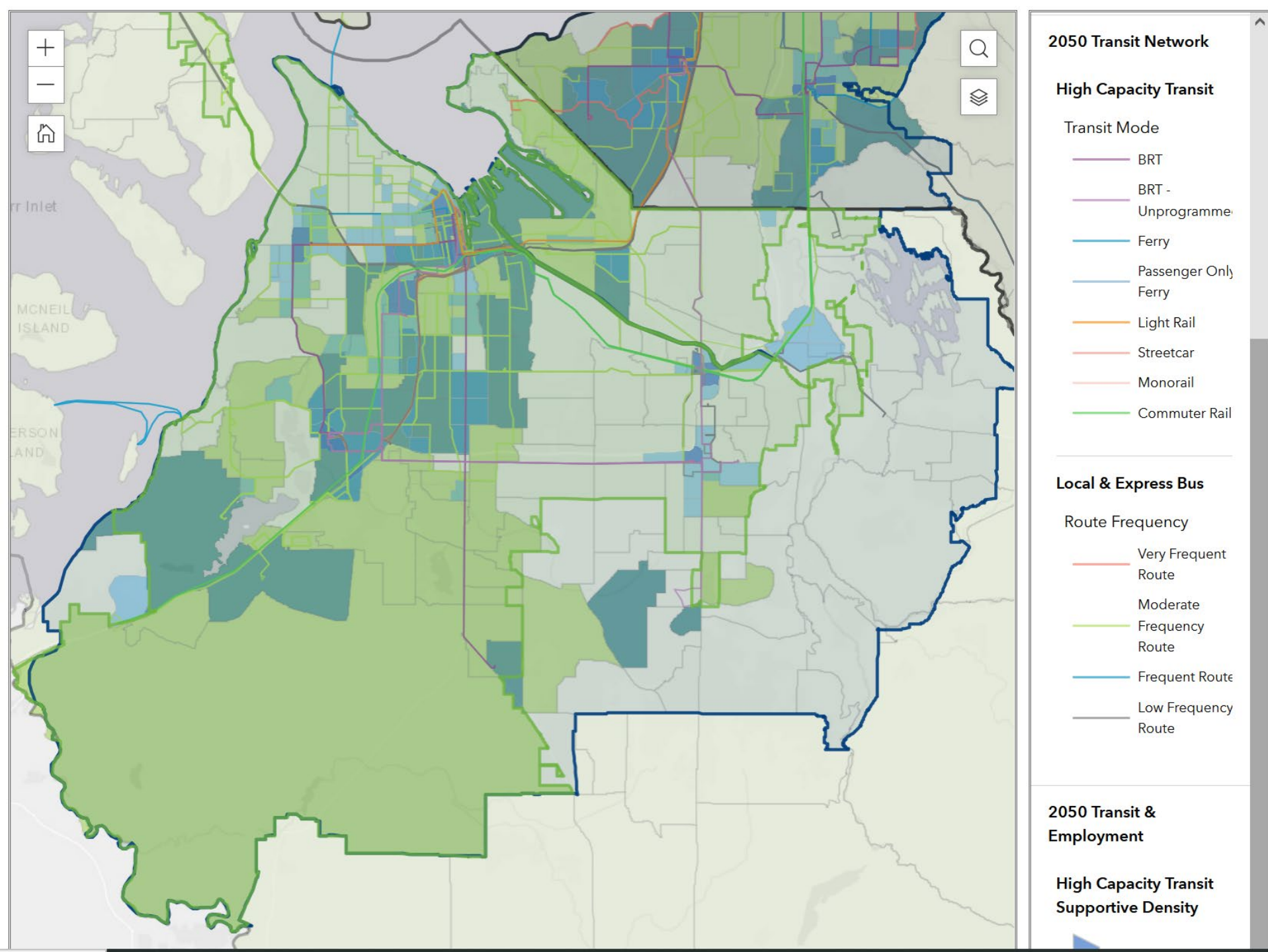
NAME

- Community Transit
- Everett Transit
- King County Metro
- Kitsap Transit
- Pierce Transit

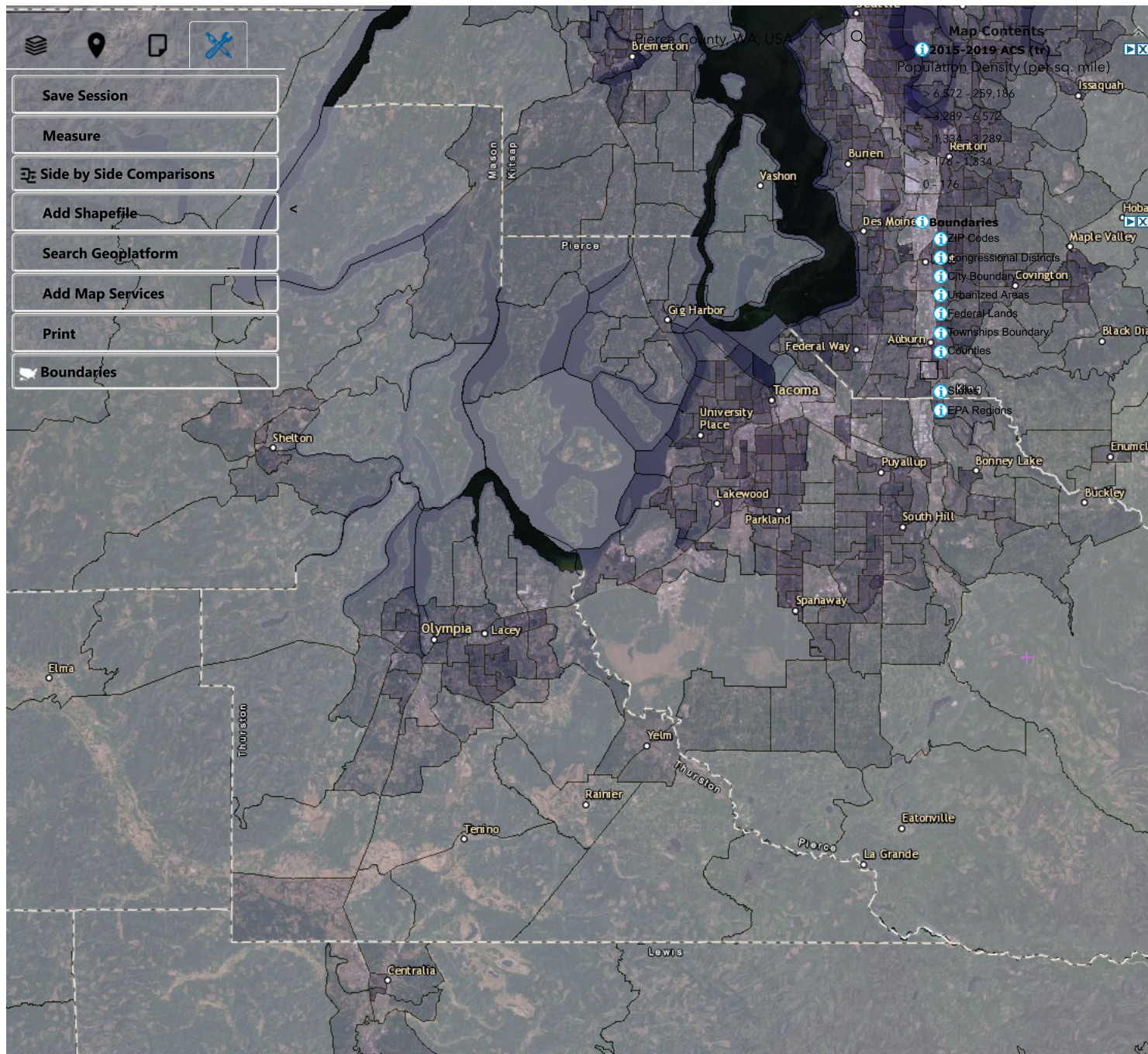
Regional Service Area (Sound Transit)



Pierce County - 2018



Pierce County - 2050





Advancing the Employment & Self-Sufficiency of People with Disabilities

809 Legion Way SE
PO Box 7936
Olympia, Washington 98507
www.morningsideservices.com



A United Way
Member Agency

Tel 360.943.0512
Fax 360.943.8466
TTY 360.754.5368
e-mail: mail@mside.org



A CARF
Certified Agency

To Whom it May Concern

I am writing today in strong support of Beyond the Borders and the high value transportation services they provide to residents of East and South Pierce County.

Morningside is a 501c3 providing employment services to disabled residents and local employers in 5 Washington counties, including Pierce County. Morningside provides the training, coaching, and employment services that build the self-sufficiency and self-esteem of people with disabilities. Our services connect local business owners and municipalities who need employees, with highly, qualified and motivated job seekers who have disabilities.

According to the 2022 Washington State Human Services Transportation Plan, Pierce County is one of six counties in Washington State having the highest density of mobility need. Beyond the Borders acts as a vital service to meet the mobility needs for residents in Eastern and Southern Pierce County. Morningside's Pierce County program has partnered with Beyond the Borders to provide transportation for all of our job seekers in their service area as Beyond the Borders is the only public transportation option in that service area. Without Beyond the Borders those job seekers sit at home, not working, not contributing to their communities, and not able to be a part of the adult workforce.

Especially important is the role Beyond the Borders plays in providing transportation options for youth with disabilities. The transition from high school to the workforce is a vital time for job seekers with disabilities. Beyond the Borders transportation services enable students from Sumner Bonney Lake, Eatonville, Franklin Pierce, Orting, and parts of Puyallup School Districts to have reliable transportation to their first jobs out of high school, adding viable candidates to that areas qualified workforce. Without transportation options like beyond the Borders, those highly skilled, highly qualified job seekers in the Beyond the Borders services area would graduate to the couch. As population density increases the need for well supported public transportation option continues to grow. In order for Beyond the Borders to meet the needs of disabled and elderly adults in Eastern and Southern Pierce County, strong funding and support will be required!

Morningside is happy to provide this letter of support for Beyond the Borders. Please do not hesitate to reach out if other information is needed.

Sincerely,

Jonathan J. Pleger
President / CEO

Office: 360 596-3506| Fax: 360-943-8466

E-mail: jpleger@mside.org

Administrative Offices
1148 Broadway, Suite 100
Tacoma, WA 98402



(253) 597-4550
(253) 597-4556 Fax
www.commhealth.org

FAMILY MEDICAL CLINICS

Hilltop Family Medical Clinic
Hilltop Regional Health Center
1202 Martin Luther King Jr.
Way, Tacoma, WA 98405
(253) 441-4742
(253) 441-4779 Pharmacy

Eastside
Kimi & George Tanbara, MD
Health Center
1708 East 44th Street
Tacoma, WA 98404
(253) 471-4553
(253) 474-5395 Fax
(253) 284-2226 Pharmacy

Lakewood
10510 Gravelly Lake Dr. SW
Lakewood, WA 98499
(253) 589-7030
(253) 589-7190 Pharmacy

Parkland
11225 Pacific Ave.
Tacoma, WA 98444
(253) 536-2020
(253) 536-6257 Pharmacy

Spanaway
134 188th Street South
Spanaway, WA 98387
(253) 847-2304
(253) 210-5271 Pharmacy

Key Peninsula
15610 89th St Ct NW
Lakebay, WA 98349
(253) 884-9221

FAMILY DENTAL CLINICS

Milgard Family Dental Clinic
Kimi & George Tanbara, MD
Health Center
1708 East 44th Street
Tacoma, WA 98404
(253) 572-7002

Lakewood Family Dental Clinic
10510 Gravelly Lake Dr. SW
Lakewood, WA 98499
(253) 589-7188

Hilltop Family Dental Clinic
Hilltop Regional Health Center
1202 Martin Luther King Jr. Way
Tacoma, WA 98405
(253) 441-4743

Spanaway Family Dental
134 188th Street South
Spanaway, WA 98387
(253) 210-5270

September 10, 2022

Daeveene May, Social Service Program Specialist, Pierce County Human Services
3602 Pacific Ave., Suite 200
Tacoma, WA 98418

RE - 2023-2025 WSDOT Consolidated Grants Program

On behalf of Community Health Care I am pleased to provide this letter of support for the
Beyond the Borders.

Beyond the Borders is a member of the Pierce County Coordinated Transportation Coalition (PCCTC) whose mission is to develop and coordinate transportation services for those with limited transportation options in Pierce County and the Puget Sound region. Community Health Care provides medical and dental care to low-income individuals in Pierce County. Beyond the Borders is very important to our patients and our mission. Many of our patients use public transportation to reach our clinics to access healthcare services. In addition, this service supports our patients in getting to their jobs, senior to meal sites, grocery shopping, and other day-to-day activities in rural areas.

Community Health Care is pleased to have Beyond the Borders as a PCCTC partner in Pierce County and strongly encourage continued funding for this project.

Sincerely,

David Flentge
President & CEO

Where *Care* is the final word



National Mobility Eldercare, Inc. dba Envoy America

17767 N. Perimeter Drive, Suite B109

Scottsdale, AZ 85255

(888) 375 – 5558

www.envoyamerica.com

Beyond the Border Mobility Manager,

It has been our honor and pleasure to serve Pierce County's Beyond the Border Program for almost five years.

In that time, we have provided Companion Driver service for over 40 unique riders a year, taking them to their life sustaining appointments such as dialysis and cancer treatment.

In fact, 65% of our yearly trips are taking care of dialysis patients, consistently insuring they arrive to the clinic 20 minutes before their chair time, and that our drivers are on site, inside the clinic, ready to take the riders home after their treatment. We carry the bags, ensure that the heater is on to warm the riders after 4 cold hours of treatment.

8% of the trips are caring for cancer patients, who for the most part go to radiation appointments. Since radiation treatments run no longer than 20 minutes, we ensure that our Companion Driver remains on site to take the rider home right after treatment, no wait time.

The remaining 27% of trips are taking care of special needs riders who want to be active and productive members in their communities.

Being part of a program such as Beyond the Border aligns fully with our culture and mission as a company. Ensuring that residents of Pierce County are afforded the means to take care of their health as well as remain active and socially engaged is a worthy mission. We both have been quietly working on the medical and social determinants of health, well before this term became fashionable.

We hope the program continues to receive the funding it needs, as so many people rely on it for their everyday wellbeing.

Please feel free to reach out to me if I can help answer any questions.

Best regards,

Hania Kanaan

Senior Vice President, Client Care and Administration



October 7, 2022

Daeveene May
Social Service Program Specialist-3
Community Development- Transportation
3602 Pacific Ave., Suite 200
Tacoma, WA 98418

Subject: Letter of Support for Pierce County's Beyond the Borders Grant Application

Dear Ms. May:

Sound Transit fully supports Pierce County's WSDOT consolidated grant application for 2023-2027 funding for the Beyond the Borders Program.

Beyond the Borders Program provides transportation service that helps eligible riders in east and south Pierce County, who are outside of the Pierce Transit service area and need to access public transit for getting to medical services, employment, and shopping. The service is free for eligible riders including people with disabilities, seniors 65+, youth aged 5-17, and those who identify as low income. Beyond the Borders Program also helps Veteran's residing at the Orting Tiny Home Village.

Beyond the Borders ridership has risen tremendously in recent past.

This program supports clients getting to their jobs, access health care, seniors to meal sites, grocery shopping, and other day-to-day activities in rural areas. The service is very important for these clients and to this community.

This project supports the Sound Transit mission to connect more people to more places, making life better and increasing equitable opportunities for all, therefore Sound Transit fully supports this grant request and program.

Thank you for considering Pierce County's grant application.

Sincerely,

Mary Cummings
Chief Administrative Officer

CHAIR

Kent Keel
University Place Councilmember

VICE CHAIRS

Dow Constantine
King County Executive

Dave Somers
Snohomish County Executive

BOARD MEMBERS

Nancy Backus
Auburn Mayor

David Baker
Kenmore Councilmember

Claudia Balducci
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Bruce Dammeier
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Everett Mayor

Christine Frizzell
Lynnwood Mayor

Bruce Harrell
Seattle Mayor

Debora Juarez
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Renton Councilmember

Kim Roscoe
Fife Mayor

Dave Upthegrove
King County Councilmember

Peter von Reichbauer
King County Councilmember

Kristina Walker
Tacoma Councilmember

CHIEF EXECUTIVE OFFICER

Julie Timm



September 2, 2022

Pierce County Human Services
1305 Tacoma Avenue, Suite 104
Tacoma, WA 98402

RE: Beyond the Borders Special Needs Transportation Grant Funding

Dear Pierce County Human Services,

Panza dba Quixote Communities is pleased to provide this letter of support for the Beyond the Borders program grant request, submitted by Pierce County Human Services. Quixote Communities is a 501c3 nonprofit organization that provides housing to homeless veterans living in Pierce County. Our Orting Veterans Village houses 30 homeless veterans in Orting, Washington. The city of Orting has no public transportation and is in a rural setting, making it difficult for our clients to access critical resources and services in the community. This program has been instrumental in helping our clients getting to their jobs, accessing health care services, grocery shopping, and getting out into the greater community.

The Beyond the Borders program was established as the result of a transportation needs assessment conducted by the Pierce County Coordinated Transportation Coalition in 2002. There are few transportation options outside the PTBA in South and East Pierce County. Beyond the Borders fills these gaps by providing free trips for individuals who meet the special needs criteria. The service also connects riders with Pierce Transit fixed route buses or with SHUTTLE (ADA paratransit). For customers with ADA eligibility, the service overlaps to serve locations up to 7 miles inside the PTBA without making a connection. This coordination makes these trips more attractive to passengers who no longer have to transfer to get to their destinations.

On behalf of Quixote Communities, I strongly encourage WSDOT and PSRC to fund this important grant request. Thank you for your consideration.

Sincerely,

Jaycie Osterberg-Brown
Associate Director
Quixote Communities



September 21, 2022

Daeveene May
Pierce County Human Services
3602 Pacific Ave, Suite 200
Tacoma, WA, 98418

Dear Daeveene May:

On behalf of the Regional Alliance for Resilient and Equitable Transportation (RARET), we are writing to express our support of Pierce County Special Needs Transportation's WSDOT Consolidated Grant application for the Beyond the Borders service.

Beyond the Borders has a strong history of implementing and sustaining programs designed to provide special needs transportation in Pierce County. The Beyond the Borders service is tailored to fill gaps outside of Pierce Transit's service area serving people with disabilities, older adults, youth, and low-income populations. Their service is vital to the community and helps eliminate barriers for people accessing medical services, employment, recreation, and more.

This project plays a key role in filling transportation gaps outside Pierce Transit's service area and thereby helps improve transit service and reduce congestion for community members in East and South Pierce County. Additionally, this service provides a connection to people who otherwise do not have access to a car, prefer not to drive, or are otherwise unable to drive. Without this service, many Pierce County residents simply would not be able to get where they need to go with ease.

This project is in alignment with and supportive of RARET's goals to increase the critical transportation services available to populations with access and functional needs in the event of an emergency in the Puget Sound Region. Beyond the Borders provides a critically needed service and are strong partners of RARET including participating in our Steering Committee and our Emergency Transportation Provider Network. Additionally, Beyond the Borders partnered closely with RARET during the COVID pandemic and provided essential trips to meet the community's changing needs through the Essential Express program. The work of this project aligns greatly with our core vision to facilitate a coordinated transportation network that allows people to move freely.

Thank you for considering our comments regarding Beyond the Border's application. If you have any questions, please contact me at 425-495-3191.

Sincerely,

Bree Boyce
Senior Manager of Mobility Coalitions

October 8, 2022

To whom it may concern,

I am writing a letter to support for federal funds to be allocated to the Beyond the Borders program for Pierce County. I am a social worker with over 15 years of working in this area in both home health and community mental health. This program is one that I have often times referred my elderly and disabled clients to over the years. It is a life saver for those clients living in rural areas that have no access to any other form of transportation. Additionally, it is one of the easiest programs for clients to use.

I will give 2 case examples. At one time, I was working with an isolated, elderly client in the community who was blind living in Graham, WA. This was the only form of transportation she felt comfortable using to go grocery shopping and to her medical appointments. It enabled her to remain independent in her home. A second client who lives in Orting and has multiple challenges with her physical and mental health has been able to successfully use this program when she was not able to trust or access any other form of transportation. Beyond the Borders has helped her to be able to continue to grocery shop on her own and get to local community resources including the foodbank. This client would have required additional caregiving hours if it was not for this program. These are just two of many examples of clients who I have referred to Beyond the Borders over the years.

I can not state how important this program is to serve those in our community who are elderly, disabled and often times disenfranchised. There are very few resources that are available to those living in rural areas. Please make this program a priority when it comes to funding community programs.

Sincerely,

Peggy Patterson, LICSW

Multicare Behavioral Health Services

Older Adult Services



1501 Pacific Avenue
Suite 400
Tacoma, WA 98402
(253) 272-4263
www.uwpc.org
Dial 2-1-1 for help

October 20, 2022

Pierce County Human Services
1305 Tacoma Avenue, Suite 104
Tacoma, WA 98402

RE: Beyond the Borders Special Needs Transportation Grant Funding

To Whom it may concern:

United Way of Pierce County is pleased to provide this letter of support for the Beyond the Borders program grant request, submitted by Pierce County Human Services. This program is submitting funding request to the Washington State Department of Transportation (WSDOT) and the Puget Sound Regional Council (PSRC) through the Consolidated Grant Program.

The Beyond the Borders program was established as the result of a transportation needs assessment conducted by the Pierce County Coordinated Transportation Coalition in 2002. There are few transportation options outside the PTBA in South and East Pierce County. Beyond the Borders fills these gaps by providing free trips for individuals who meet the special needs criteria. The service also connects riders with Pierce Transit fixed route buses or with SHUTTLE (ADA paratransit). For customers with ADA eligibility, the service overlaps to serve locations up to 7 miles inside the PTBA without making a connection. This coordination makes these trips more attractive to passengers who no longer have to transfer to get to their destinations.

Beyond the Borders is a vital piece in our special needs transportation system. At our United Way's 211 Transportation Resource Center, we receive nearly 2,500 requests for transportation assistance each year. BTB actively works with our center to streamline access and connection so people in Pierce County who need a ride, get a ride.

I strongly encourage WSDOT and PSRC to fund this important grant request. Thank you for your consideration.

Sincerely,

Penni Belcher
211 Director



SATISFACTION SURVEY

Client Name: Patricia Wilson	Location: Washington	Envoy Companion- Kristi Hovde
CORPORATION CONNECTION	Pierce County	
Travel Date	9/21/2022	
Destination	Cancer Care	
PERSONAL EXPERIENCE		
How do you describe your experience using Envoy America? And why		
What do you hope to accomplish using our service? How can we help you accomplish this goal?	I'm not sure how I would get to all of my appointments if it weren't for you	
Do you still drive and manage your own everyday errands?	I have bad cataracts so I can't see well enough to drive. My daughter calls Fred Meyer and orders my groceries and they leave them on my front porch. I really don't have anyone that can help me with things	
Medicare Advantage is offering new benefit like transportation and assistance at the grocery store, errands, and religious services. Do you have these services today, are you using them? Is it helpful?	I don't know if my insurance covers rides	
What did you like most about Envoy America?	You just have good drivers	
How has your experience been with Envoy America compared to other rideshare companies?	This is the first time I've used something like this. Tamera, my social worker was able to set all this up for me.	

ENVOY COMPANION EXPERIENCE	
How was your overall Envoy Companion experience?	It's great, absolutely incredible. I love all your people. They all are just good people. I'm very pleased with you. It's hard to find good people like this and that is what really matters, especially when it comes to elderly people. You need people that are patient and willing to take the time to help.
If you could describe your Envoy Companion in one word, what would it be and why?	Great
Was your Envoy Companion on time?	Yes, they always are and they always show up with a smile on their face
Was your Companion courteous and helpful?	Yes, they are. They open my car doors for me and pull up right to the front and help me out of the car. I don't need help once I get into the elevator but I know they would if I asked.
Is there anything else we as a company could have done differently to make your experience more enjoyable?	No, everything just goes so smoothly.

Is there anything you would like to add or let us know?	
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<p>Use a 1-5 Scale (1= Not Good & 5= Excellent)</p> <p>How was your overall experience with Envoy America?</p>	5
--	----------

DATE ENTERED	9/22/2022
ENTERED BY:	Jen



SATISFACTION SURVEY

Client Name: Johnnie Ristick		Location: Washington	Envoy Driver: Multiple Drivers
CORPORATION CONNECTION	Pierce County		
Travel Date			
Destination	Errands		
PERSONAL EXPERIENCE			
1.) What made you choose Envoy America as your transportation provider?	It's been so long I don't quite remember. I had been using a shuttle service and I think they were the ones who told me about you.		
2.) Who made your reservation?	Heidi or Bridgett at beyond the border		
3.) How has your experience been with Envoy America compared to other rideshare companies?	Well, I have been living here for about 5 years now and have been using beyond the border to do my shopping and errands.		
4.) Has using Envoy enabled you to maintain your independence?			
5.) How easy was it to schedule your reservations?	It's been easy to set up. I tell Alexa to call Heidi or Bridgett and they help me get everything set up. They are such nice girls.		
6.) Have you enjoyed the ability to manage your errands?			
DRIVER'S EXPERIENCE			
1.) How was your driver experience?	It's been going very well. All of the drivers are very nice, polite, and courteous.		
2.) On scale from 1-10 how safe was the ride?			
Rate-why?			
What can we do better to provide a 10			

3.) Was your driver on time?	Yes they are
4.) How was the car's cleanliness?	
5.) Were they professional?	
6.) Was the driver helpful?	Yes, they help me out inside of the store while I'm doing my grocery shopping. They even help with my seatbelt and make sure I'm safe.
7.) Have you enjoyed the conversation and interaction with your driver?	I have. Jesse and Dave are fine gentlemen. Stan the man, Lucia, and Crystal are all very nice as well.
8.) Would you like the same driver for your next appointments?	I like all of the drivers that I've gotten.

Is there anything else we as a company could have done differently to make your experience more enjoyable?	No everything has been going very well.
--	--

Is there anything you would like to add or let us know?	

<p>Use a 1-5 Scale (1= Not Good & 5= Excellent) How was your overall experience with Envoy America?</p>	5
--	----------

DATE ENTERED	
ENTERED BY:	



SATISFACTION SURVEY

Client Name: Hunter Anderson	Location: Buckley, WA	Envoy Companion- Monika Frost
CORPORATION CONNECTION	Pierce County	
Travel Date	9/20/2022	
Destination	Work Fat Zach's Pizza	
PERSONAL EXPERIENCE		
How do you describe your experience using Envoy America? And why	Kristi (mom) answered survey questions. It is great! Everyone is really nice. I feel comfortable with my son riding with you.	
What do you hope to accomplish using our service? How can we help you accomplish this goal?	You guys help my son get to work on time and in a safe manner. He has become more independent because of your company; my daughter and I don't have to drive him everywhere and you guys are reliable.	
Do you still drive and manage your own everyday errands?	He does not drive.	
Medicare Advantage is offering new benefit like transportation and assistance at the grocery store, errands, and religious services. Do you have these services today, are you using them? Is it helpful?		
What did you like most about Envoy America?	You guys are always helpful. Everybody is helpful, the drivers and everybody in the office. If something comes up it is always resolved very quickly.	
How has your experience been with Envoy America compared to other rideshare companies?	I have always felt very comfortable calling if I ever had any questions or concerns. Everyone is so nice and ready to help.	

ENVOY COMPANION EXPERIENCE	
How was your overall Envoy Companion experience?	It's been great. We have had no problems with her and hunter really likes her.
If you could describe your Envoy Companion in one word, what would it be and why?	She is very good at what she does. Very courteous.
Was your Envoy Companion on time?	Yes, they are on time! There were only a couple of times where the driver had something come up but I think it only happened two times. And it was quickly resolved.
Was your Companion courteous and helpful?	Monika is always so courteous and helpful. She calls me and updates me if there are any changes.
Is there anything else we as a company could have done differently to make your experience more enjoyable?	

Is there anything you would like to add or let us know?	I just want to say my son (Hunter) is very comfortable with everyone that has driven him!
---	--

<p>Use a 1-5 Scale (1= Not Good & 5= Excellent)</p> <p>How was your overall experience with Envoy America?</p>	5
--	----------

DATE ENTERED	9/20/2022
ENTERED BY:	Lucy



SATISFACTION SURVEY

Client Name: Gayle Benoit	Location: Washington	Envoy Companion- Stanley McGuire
CORPORATION CONNECTION	Pierce County	
Travel Date	9/20/2022	
Destination	Dialysis	
PERSONAL EXPERIENCE		
How do you describe your experience using Envoy America? And why		
What do you hope to accomplish using our service? How can we help you accomplish this goal?	It's nice knowing I have reliable people to take me to dialysis	
Do you still drive and manage your own everyday errands?	I don't' drive anymore. My daughter takes me to run errands or she goes grocery shopping and to the pharmacy for me.	
Medicare Advantage is offering new benefit like transportation and assistance at the grocery store, errands, and religious services. Do you have these services today, are you using them? Is it helpful?		
What did you like most about Envoy America?	The drivers	
How has your experience been with Envoy America compared to other rideshare companies?	I've been using Envoy for a while now and it has been great. I was using Lyft a long time ago and it was awful. I had to order them 2 days in advance because there aren't a lot of drivers where I live. They aren't helpful like you guys are either. Sometimes they would be 45 minutes late picking me up from home and from dialysis	

ENVOY COMPANION EXPERIENCE	
How was your overall Envoy Companion experience?	It's wonderful. I love all the drivers. Stanley drives me most of the time except on the weekends
If you could describe your Envoy Companion in one word, what would it be and why?	Wonderful
Was your Envoy Companion on time?	They are always on time and always there when I get done
Was your Companion courteous and helpful?	He is very helpful. I have a hard time getting around and I don't like to use my walker all the time but he helps me get into the car and opens my car door.
Is there anything else we as a company could have done differently to make your experience more enjoyable?	No, everything is always good

Is there anything you would like to add or let us know?	
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<p>Use a 1-5 Scale (1= Not Good & 5= Excellent) How was your overall experience with Envoy America?</p>	5
--	----------

DATE ENTERED	9/22/2022
ENTERED BY:	Jen



SATISFACTION SURVEY

Client Name: Eric Coleman	Location: Washington	Envoy Companion- Kristi Hovde and Penny Termini
CORPORATION CONNECTION	Pierce County	
Travel Date	9/22/2022	
Destination	Dialysis	
PERSONAL EXPERIENCE		
How do you describe your experience using Envoy America? And why		
What do you hope to accomplish using our service? How can we help you accomplish this goal?		
Do you still drive and manage your own everyday errands?	I still drive. I just don't like driving to dialysis, sometimes I don't feel great after and it's late.	
Medicare Advantage is offering new benefit like transportation and assistance at the grocery store, errands, and religious services. Do you have these services today, are you using them? Is it helpful?		
What did you like most about Envoy America?	I would have to say the drivers	
How has your experience been with Envoy America compared to other rideshare companies?	Before Envoy I was using around the sound. They were good too. The only different is they have vans and you guys driver your own car. It doesn't matter though, both are good	

ENVOY COMPANION EXPERIENCE	
How was your overall Envoy Companion experience?	It's great. Penny and Kristi usually drive me but all the drivers are nice
If you could describe your Envoy Companion in one word, what would it be and why?	
Was your Envoy Companion on time?	They always are and they are right there when I get done
Was your Companion courteous and helpful?	Yes, they open my car doors and help me out if I need it
Is there anything else we as a company could have done differently to make your experience more enjoyable?	No, everything has been great

Is there anything you would like to add or let us know?	
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<p>Use a 1-5 Scale (1= Not Good & 5= Excellent)</p> <p>How was your overall experience with Envoy America?</p>	5
---	----------

DATE ENTERED	9/23/2022
ENTERED BY:	Jen

Jxxxx I just have to say how much we APPRECIATE Jerry and your Staff. Your drivers are so amazing—so helpful, courteous, nice and compassionate with our clients. I have witnessed this myself many times! I can say with certainty that not all other transportation company drivers share the same attributes—such a welcome difference! Clearly, your drivers enjoy and understand the importance of their work! And...thank you for your flexibility, responsiveness and excellence! Have a great weekend!

Mxxxx H. called to commend Dennis Smith for his outstanding conduct, professionalism and good driving. They were on the way to a medical appointment when the appointment was cancelled. Max commented on how well Dennis handled the situation and was able to handle the return to the rehab facility.

Rxxxxx C. Thank you for the excellent service which I received yesterday in your transportation from my residence in Yelm, WA, to the VA hospital in Seattle. Your driver, Dennis Smith, was both excellent in his driving skills, as well as being very courteous and supportive. Additionally, he was very patient in assisting other passengers and in assuring our return trips to our residences. Please extend my appreciation to him, as well as your management.

Cxxxxxxxxx 7/9/2021
Very dependable

RXXXXX 4/22/2021
Absolutely great service! On time with friendly driver. I felt very safe the entire time from door to door.

Lxxxxxxxxx Date: 2021-08-23
We booked Around the Sound with Jerry B. for our son's wedding so our guests staying at the hotel from out of town did not have to worry about driving in a town they were unfamiliar. We had such a great time for and people loved the service. There was a 2-hour window to go to the reception which was perfect for everyone to get on board and a 3-hour window coming home from 8 to 11pm. It ensured that everyone got home safely, and they were able to kick up their heels and have fun! Our driver was fabulous and so nice to all our guests. Our guests said it really made the wedding for no one had to worry about driving! Van was clean, comfortable, and very professional! We wish there was one in our town! We would use it often:)
Everyone that works for Around the Sound is the Best! They're courteous, on point and always make you laugh!!!

Rxxxxx They are a family-owned taxi business, and I only needed 1 ride in my life I picked these guys, and they were good, they're about the same price as everyone else, and it's a family business so they have to try and drive all over to do really well, but they do the very best. Very friendly and on time.

Jxxxxxx
Around the Sound picked up a co-worker in my neighborhood, and then came to my place to pick me up. We were then shuttled to the airport in no time in a cool Toyota van.

Jxxxxx Had an overall good experience with this company and will use them in the future.

Bxxxx Had a great experience with Around the Sound. Highly recommend

Sxxxxxx Around the Sound is the best service in Western Washington. They are dependable and respectful and do a great job.

From: [Daeveene May](#)
To: [Ashley Escudero](#); [Manuel Patton](#)
Subject: RE: Beyond the Borders Match for WSDOT Grant
Date: Wednesday, October 19, 2022 4:10:00 PM
Attachments: [image001.png](#)
Importance: High

Good afternoon,

On October 8, 2022, your staff gave the Beyond the Borders a letter of support to assist the County in the state grant process. We thank you again for this support.

I am conducting a follow-up to see if the staff that is responsible for a letter of commitment has made a determination of how much Multicare will be able to partner and support the Beyond the Borders program. This program can not exist without strong community partners. Please let me know if Multicare can assist in the program funding.

If you have any questions please let me know. Thank you for your consideration and have a great day.

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

[3602 Pacific Ave., Suite 200, Tacoma, WA 98418](#)

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From: Ashley Escudero <Ashley.Escudero@wellfound.org>

Sent: Friday, October 7, 2022 11:20 AM

To: Daeveene May <daeveene.may@piercecountywa.gov>

Cc: Tim Holmes <Tim.Holmes@multicare.org>; Manuel Patton <Manuel.Patton@multicare.org>

Subject: RE: Beyond the Borders Match for WSDOT Grant

Good Morning!

I am looping in Manuel who is covering during Shirley's time off (Shirley Sibal is Tim's Executive

Assistant).

Thank you,

Ashley Escudero | (she/her) | Executive Assistant to the CEO
Angela Naylor, CEO – Wellfound Behavioral Health Hospital
Ph: (253)301-5428
Address: 3402 S 19th St, Tacoma, WA 98405

Upcoming PTO: 10/10/2022



Wellfound's Core Values - Integrity - Compassion - Collaboration - Excellence - Respect -

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From: Daeveene May <daeveene.may@piercecountywa.gov>

Sent: Friday, October 7, 2022 10:56 AM

To: Ashley Escudero <Ashley.Escudero@wellfound.org>

Cc: Tim Holmes <Tim.Holmes@multicare.org>

Subject: FW: Beyond the Borders Match for WSDOT Grant

Importance: High

CAUTION: This message originated from an outside source. Do not click links or open attachments unless you recognize the sender, are expecting something from them, and know the content is safe. Please send spam & phishing emails to SPAM.Email@multicare.org as an attachment.

Ashley,

Good morning. I'm forward this email in hope to get a reply from MultiCare about helping the Beyond the Border program. Please let me know if I should send this request to another person. Thank you and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: Daeveene May

Sent: Friday, September 2, 2022 7:44 AM

To: tim.holmes@multicare.org

Subject: Beyond the Borders Match for WSDOT Grant

Importance: High

Good morning MultiCare Team,

Pierce County Human Services needs your help in getting the Federal and State match that is required to receive the WSDOT consolidated grant for 2023-2025 grant period for the Beyond the Borders Program.

Beyond the Borders transportation service helps eligible riders in east and South Pierce County, who are outside of the Pierce Transit service area, access public transit, medical services, employment and shopping. The service is free for eligible riders including people with disabilities, seniors 65+, youth aged 5-17, and those who identify as low income. Beyond the Borders ridership has been rising tremendously. This program supports your DD clients in getting to there jobs that live in rural areas.

A letter with your commitment will be needed by October 7, 2022.

If you are not the one that can make the decision on the donation, please pass this along. The service is very important to our community and clients. Anything your organization can do to help will be a life changing impact to the residents in Pierce County. Please let me know if your organization can help in this process. If you have any questions please email and/or call anytime. Thank you for your support and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: [Robert Sheetz](#)
To: [Daeveene May](#)
Cc: [Michelle McCain](#)
Subject: RE: Email Confirming Match for Upcoming Grant
Date: Wednesday, October 26, 2022 1:54:17 PM
Attachments: [image001.png](#)
[image002.png](#)

Pierce County Veterans Programs is committed to match funding for 2023. A commitment of funds to Beyond the Borders for 2024-2027 is based on the approved budget for the Veterans Relief program for the related years. Department policy prevents making commitments for future budgets but Pierce County Veterans Programs would request the funds in the future budgets to attempt to fulfill this commitment.

Thank you,

Robert Sheetz | Veterans Programs Manager

Office: 253-798-7243 | Cell: 253-208-0173 | Fax: 253-798-2929
3602 Pacific Ave, Suite 200, Tacoma, WA 98418



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From: Daeveene May <daeveene.may@piercecountywa.gov>

Sent: Tuesday, October 25, 2022 3:02 PM

To: Robert Sheetz <robert.sheetz@piercecountywa.gov>

Subject: Email Confirming Match for Upcoming Grant

Robert,

Good afternoon. I have to have something in writing saying you will be able to provide the \$20,000 match for the next grant period 2023-2027. Can you please confirm this please? Thank you and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: [Ausha Potts](#)
To: [Daeveene May](#)
Subject: RE: Beyond the Borders Match for WSDOT Grant
Date: Friday, October 7, 2022 3:49:37 PM
Attachments: [image002.jpg](#)
[image003.png](#)
[Beyond the Borders - Letter of Support and Commitment 2023-2025 10.7.22.pdf](#)

Good afternoon,

Please find the attached letter for Pierce Transit's support of your 2023-25 WSDOT Consolidated Grant Application and financial commitment to the Beyond the Borders service. Please let me know if you have any questions.

Thank you!

Ausha V. Potts

ADA Eligibility Assistant Manager
P: 253.581.8144 | C: 253.320.4015
TTY Relay: 7-1-1 or 1-800-833-6388
3701 96th St. SW, Lakewood, WA 98499



From: Daeveene May <daeveene.may@piercecountywa.gov>
Sent: Thursday, September 1, 2022 3:58 PM
To: Ausha Potts <apotts@piercetransit.org>
Subject: Beyond the Borders Match for WSDOT Grant
Importance: High

Caution: This email originated from outside of Pierce Transit. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, contact your IT Department.

Good afternoon Pierce Transit Team,
Pierce County Human Services needs your help in getting the Federal and State match that is required to receive the WSDOT consolidated grant for 2023-2025 grant period for the Beyond the Borders Program.

Beyond the Borders transportation service helps eligible riders in east and South Pierce County, who are outside of the Pierce Transit service area, access public transit, medical services, employment and shopping. The service is free for eligible riders including people with disabilities, seniors 65+, youth aged 5-17, and those who identify as low income. Beyond the Borders ridership has been rising tremendously.

A letter with your commitment will be needed by October 7, 2022.

Anything your organization can do to help will be a life changing impact to the residents in Pierce County. Please let me know if your organization can help in this process. If you have any questions please email and/or call anytime. Thank you for your support and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: [Lori Forte Harnick](#)
To: [Daeveene May](#)
Cc: [Eu-wanda Eagans](#); [Nanette Smith](#); [Judy Estes](#); [Anne Porter](#); [Jamie Stout](#)
Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant
Date: Tuesday, September 6, 2022 12:21:32 PM
Attachments: [image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)
[image019.jpg](#)
[image020.jpg](#)
[image021.jpg](#)
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[image026.jpg](#)
[image027.jpg](#)
[image028.jpg](#)
[image029.jpg](#)
[image030.jpg](#)
[image031.jpg](#)
[Mobility services match from GORR 9 6 2022.docx](#)

Here you go.

Lori Forte Harnick (she/her)
President & CEO
Goodwill of the Olympics & Rainier Region
714 South 27th Street
Tacoma, WA 98409
Tel: 253-573-6611
www.goodwillwa.org



Our vision is that every person has the opportunity to learn, work, and thrive in all aspects of life.

To achieve our vision, we are committed to dismantling racism and advancing equity, diversity, and inclusion so we can help people reach their fullest potential through education, job placement, and career pathway services. We do our work with great gratitude for the community donations, purchases, and partnerships that make our mission possible.

From: Daeveene May <daeveene.may@piercecountywa.gov>
Sent: Tuesday, September 6, 2022 9:04 AM
To: Lori Forte Harnick <LoriFH@goodwillwa.org>
Cc: Eu-wanda Eagans <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>
Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

Lori,
Good morning. Thank you for the quick response and your willingness to support the Beyond the Borders program. Attached is a copy of a draft match letter. If you need anything from me, please let me know. Thank you again and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**
He/him | Office Cell: 253-281-9490
[3602 Pacific Ave., Suite 200, Tacoma, WA 98418](#)

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From: Lori Forte Harnick <LoriFH@goodwillwa.org>

Sent: Tuesday, September 6, 2022 8:26 AM

To: Daeveene May <daeveene.may@piercecountywa.gov>

Cc: Eu-wanda Eagans <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>

Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

Yes, we can make that match. Can you please send me the letter you request? I will then put it on our letterhead and sign it for you.

Lori Forte Harnick (she/her)
President & CEO
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From: Daeveene May <daeveene.may@piercecountywa.gov>

Sent: Friday, September 2, 2022 4:34 PM

To: Lori Forte Harnick <LoriFH@goodwillwa.org>

Cc: Eu-wanda Eagens <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>

Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

I was looking at approximately \$5,000 a year. Totaling \$10,000. But it is really what your organization can support. Anything is great!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: Lori Forte Harnick <LoriFH@goodwillwa.org>

Sent: Friday, September 2, 2022 3:01 PM

To: Daeveene May <daeveene.may@piercecountywa.gov>

Cc: Eu-wanda Eagens <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>

Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

How much are you requesting?

Lori Forte Harnick (she/her)

President & CEO

Goodwill of the Olympics & Rainier Region

714 South 27th Street

Tacoma, WA 98409

Tel: 253-573-6611

www.goodwillwa.org



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inclusion so we can help people reach their fullest potential through education, job placement, and career pathway services. We do our work with great gratitude for the community donations, purchases, and partnerships that make our mission possible.

From: Daeveene May <daeveene.may@piercecountywa.gov>
Sent: Friday, September 2, 2022 2:54 PM
To: Lori Forte Harnick <LoriFH@goodwillwa.org>
Cc: Eu-wanda Eagans <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>
Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

Lori,

Good afternoon. Yes, we are asking for a financial match to help continue the Beyond the Borders program within the rural areas of Pierce County. WSDOT requires all applicants to get a 20-30% match to receive funding from them.

We currently have fixed routes in Sumner-Bonney Lake, Spanaway, and the new pilot fixed route at the Orting Veteran's Village for Veteran's that are trying to get back on their feet. The biggest service we provide are demand dialysis, regular demand trips to jobs and appointments for residents that qualify for these services in the Pierce County Rural areas.

I know Goodwill is a great partner in the community and probably has clients that use the services. Thank you for your consideration and have a great weekend!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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From: Lori Forte Harnick <LoriFH@goodwillwa.org>
Sent: Friday, September 2, 2022 2:26 PM
To: Daeveene May <daeveene.may@piercecountywa.gov>
Cc: Eu-wanda Eagans <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>

Subject: RE: Beyond the Borders Match for WSDOT Consolidated Grant

Thank you. Can you please clarify what is the commitment requested? Is it for a financial donation?

Lori Forte Harnick (she/her)
President & CEO
Goodwill of the Olympics & Rainier Region
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To achieve our vision, we are committed to dismantling racism and advancing equity, diversity, and inclusion so we can help people reach their fullest potential through education, job placement, and career pathway services. We do our work with great gratitude for the community donations, purchases, and partnerships that make our mission possible.

From: Daeveene May <daeveene.may@piercecountywa.gov>

Sent: Friday, September 2, 2022 1:44 PM

To: Lori Forte Harnick <LoriFH@goodwillwa.org>

Cc: Eu-wanda Eagans <Eu-wandaE@goodwillwa.org>; Nanette Smith <NanetteS@goodwillwa.org>

Subject: Beyond the Borders Match for WSDOT Consolidated Grant

Importance: High

Good Afternoon Goodwill Team,

Beyond the Borders needs your help in getting the Federal and State match that is required to receive the WSDOT consolidated grant for 2023-2025 grant for the Beyond the Borders Program.

Beyond the Borders transportation service helps eligible riders in east and South Pierce County, who are outside of the Pierce Transit service area, access public transit, medical services, employment and shopping. The service is free for eligible riders including people with disabilities, seniors 65+, youth aged 5-17, and those who identify as low income. Beyond the Borders ridership has been increasing tremendously. This program supports clients in getting to their jobs, access to health care, senior to meal sites, grocery shopping, homeless and other day-to-day activities in rural areas. Your contributions can help residents in the rural areas of Pierce County that struggle with transportation.

A letter with your commitment will be needed by October 7, 2022.

If you are not the one that can make the decision on the donation, please pass this along to your leadership. The service is very important to our community and clients. Anything your organization can do to help will be a life changing impact to the residents in Pierce County. Please let me know if your organization can help in this process. If you have any questions please email and/or call anytime. Thank you for your support and have a great day!

**Daeveene May | Social Service Program Specialist-3
Community Development- Transportation**

He/him | Office Cell: 253-281-9490

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