



# SPECIAL NEEDS TRANSPORTATION PROGRAMS

PIERCE COUNTY HUMAN SERVICES

NOVEMBER 16, 2022

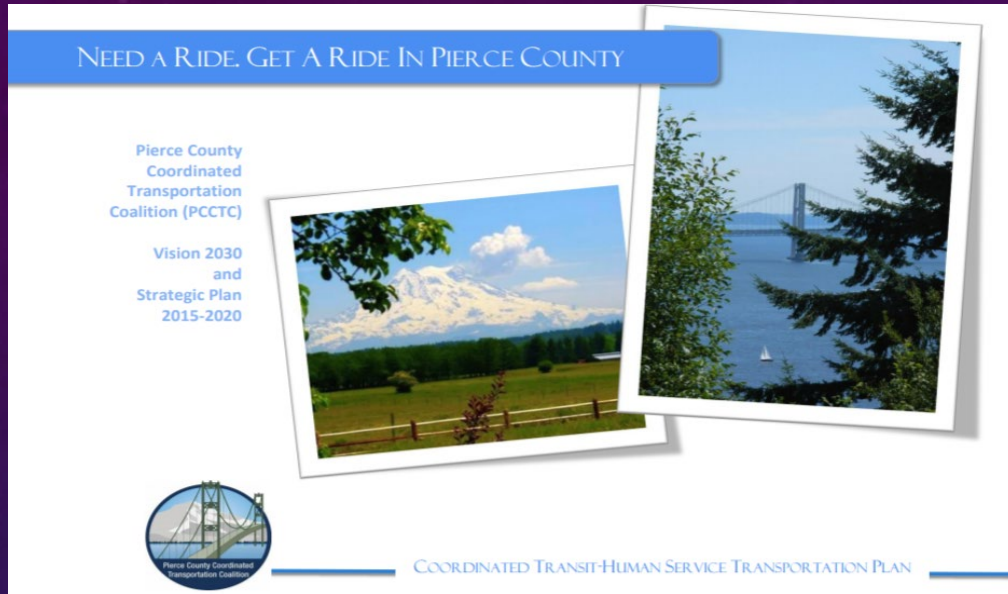
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BEYOND THE BORDERS



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# What is Beyond the Borders?



Beyond the Borders 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.

Beyond the Borders 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. Beyond the Borders also offers door to door demand response service for those who don't live near a Connector route. Pierce County Human Services is the lead agency and contracts with ATS/TransPro and Envoy America to provide the service. Pierce Transit provides local funding matched by regional competitive Special Needs Transportation grant awards from the Puget Sound Regional Council (PSRC) and the Washington State Department of Transportation (WSDOT).





# Beyond the Borders

## Fully ADA Accessible Service

### Demand Response Service

- Door to Door service
- Combination of Transportation Network Companies (Envoy America) and local service providers perform trips
- Monday-Saturday 6 AM to 10 PM

### Deviated Fixed Route Service

- “Connector” Bus Service – 45-minute headway, deviate up to 1 mile
- Monday – Friday 6 AM to 4 PM
  - Sumner/Bonney Lake
  - Spanaway/South Hill
  - Eatonville meal site
  - Orting/Puyallup/South Hill



# Beyond the Borders Fact Sheet

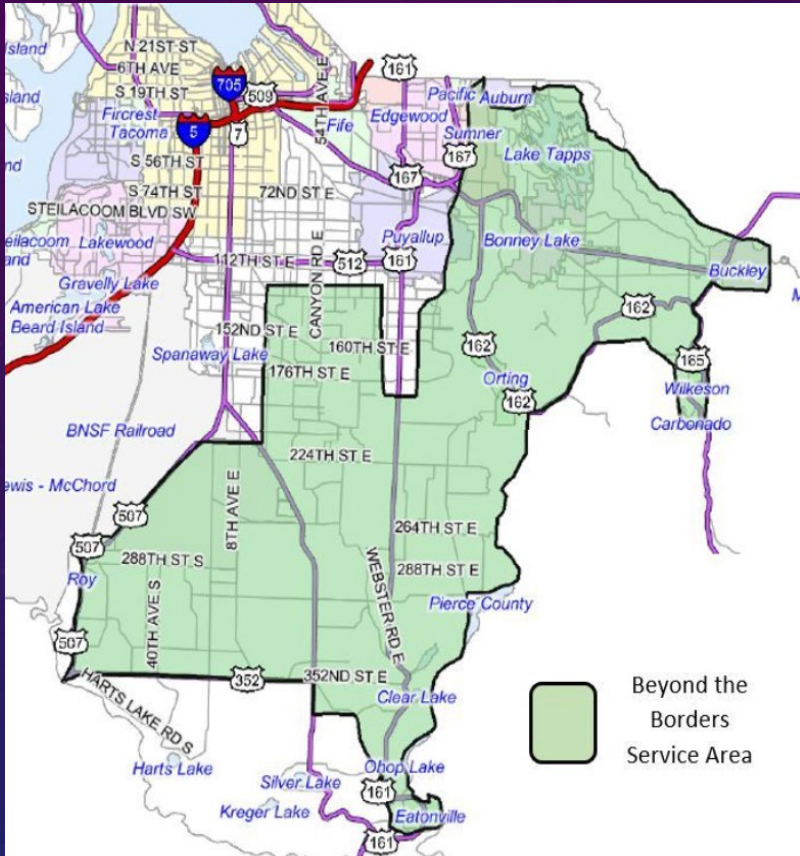


Figure 1

- Pierce Transit, the local transit agency, has been a financial partner for the BTB program since its inception in 2003
- BTB has increased annual ridership from 15,000 to over 18,000 rides annually from the last grant applied for, serving more than 350 clients per year
- In 1<sup>st</sup> six months of 2022, BTB has performed 9,873 trips
- Serves rural and suburban east and south Pierce County (See Figure 1)
- Some clients with serious mobility problems have drivers take them in and stay with clients throughout their appointments





# Beyond the Borders Fact Sheet

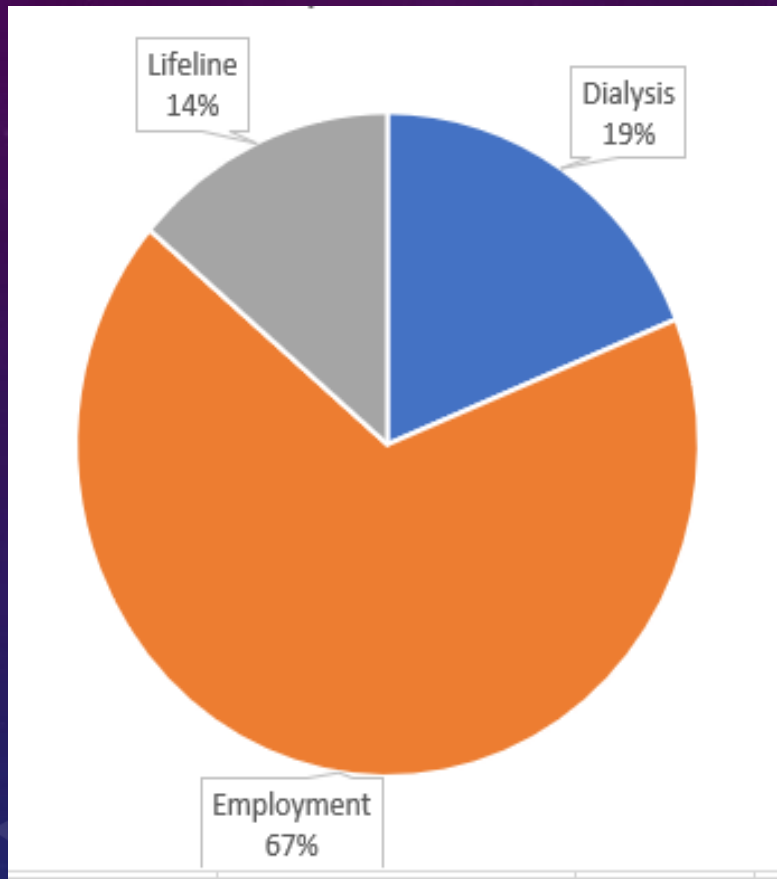


Figure 2

- BTB in 2021 average 1,500 trips a month
- BTB is the largest special needs transportation provider in East and South Pierce County
- BTB and 211 process approximately 30-40 intakes a week for Special Needs riders
- Partnerships are in place with other transportation providers to coordinate overlaps in service areas to optimize coverage
- 40% of riders connects to Pierce Transit and Sound Transit services
- Client's primary destinations are employment for developmental disability, seniors, dialysis and lifeline trips such as shopping, food, banks, doctor appointments and other life sustaining trips (See Figure 2)



# Mobility Management in Pierce County

## Pierce County Coordinated Transportation Coalition (PCCTC)

### Led by a Mobility Manager

- Mobility Manager acts as a facilitator to bring people and resources together to improve the accessibility of transportation for special needs riders.
- Responsible for the local Coordinated Transit-Human Services Transportation Plan.
  - Identify needs and gaps.
  - Identify strategic goals to close the needs and gaps identified.
  - Aligns local goals and strategies with regional goals and strategies.
  - Coordinates with Pierce Transit Special Needs Coordinator.



# Community Partners

- Pierce County
- Pierce Transit
- United Way
- Davita
- Mustard Seed
- Catholic Community Services
- Paratransit
- Road to Independence
- KP School Connects
- Fresenius Kidney Care Puyallup

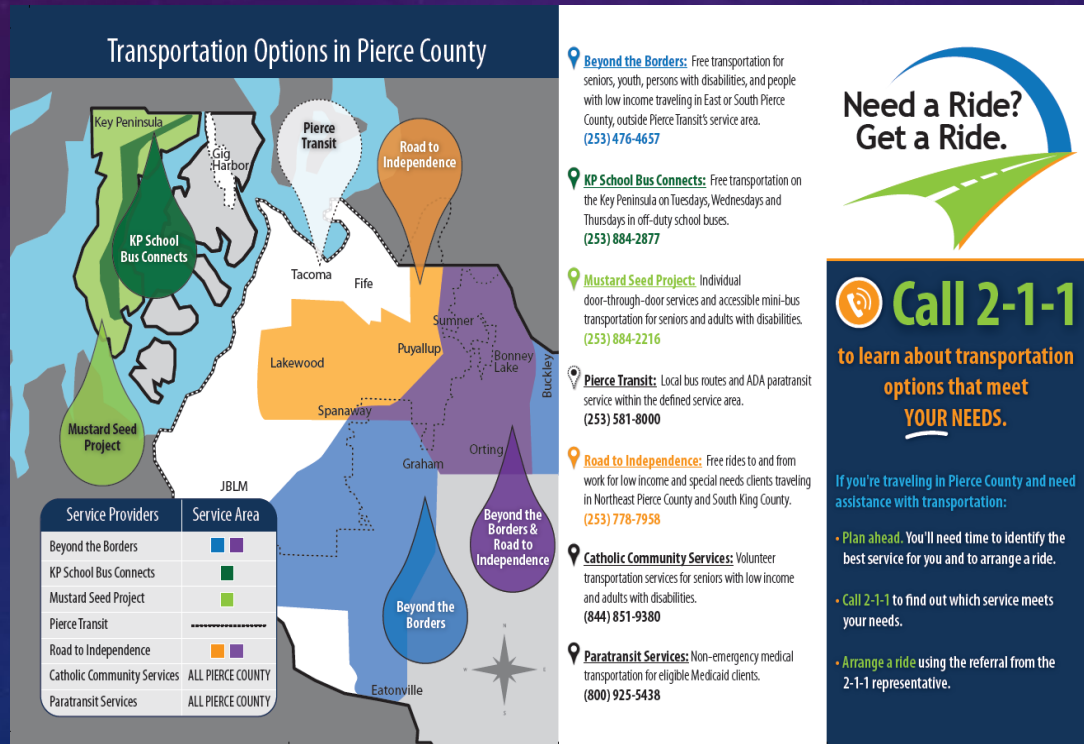


Figure 4

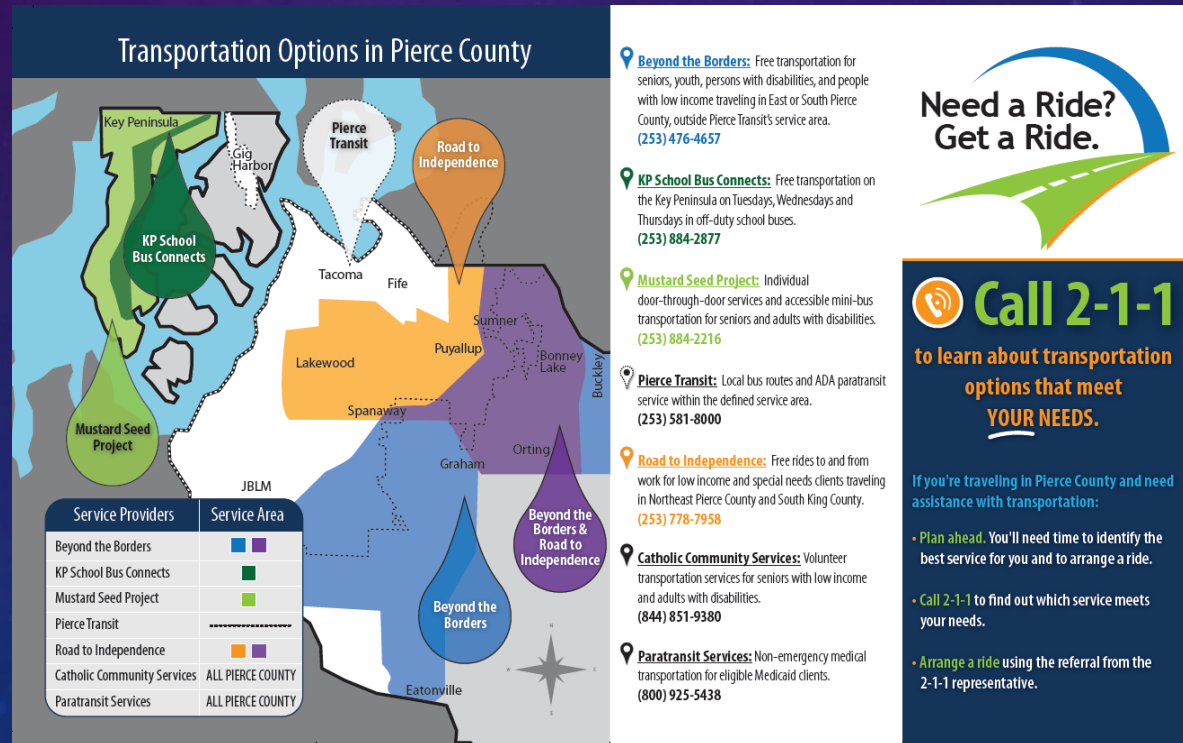




# Measurements of Success

## 1) Outreach and Education

- ✓ Increase utilization of existing services (In 2013- 14,879 trips compared 2021- 16,600 trips)
- ✓ 10,000 Need a Ride, Get a Ride Brochures published and distributed



The brochure titled "Transportation Options in Pierce County" features a map of the county with various service areas highlighted in different colors. A legend table at the bottom left lists the service providers and their corresponding colors. To the right of the map, a list of services is provided, each with a brief description and a contact number. On the far right, there is a section titled "Need a Ride? Get a Ride." with a graphic of a road and a call to action to call 2-1-1.

Service Providers	Service Area
Beyond the Borders	Blue and Purple
KP School Bus Connects	Green
Mustard Seed Project	Light Green
Pierce Transit	Orange
Road to Independence	Orange and Purple
Catholic Community Services	ALL PIERCE COUNTY
Paratransit Services	ALL PIERCE COUNTY

**Beyond the Borders:** Free transportation for seniors, youth, persons with disabilities, and people with low income traveling in East or South Pierce County, outside Pierce Transit's service area. (253) 476-4657

**KP School Bus Connects:** Free transportation on the Key Peninsula on Tuesdays, Wednesdays and Thursdays in off-duty school buses. (253) 884-2877

**Mustard Seed Project:** Individual door-through-door services and accessible mini-bus transportation for seniors and adults with disabilities. (253) 884-2216

**Pierce Transit:** Local bus routes and ADA paratransit service within the defined service area. (253) 581-8000

**Road to Independence:** Free rides to and from work for low income and special needs clients traveling in Northeast Pierce County and South King County. (253) 778-7958

**Catholic Community Services:** Volunteer transportation services for seniors with low income and adults with disabilities. (844) 851-9380

**Paratransit Services:** Non-emergency medical transportation for eligible Medicaid clients. (800) 925-5438

**Need a Ride? Get a Ride.**

**Call 2-1-1**  
to learn about transportation options that meet YOUR NEEDS.

If you're traveling in Pierce County and need assistance with transportation:

- Plan ahead. You'll need time to identify the best service for you and to arrange a ride.
- Call 2-1-1 to find out which service meets your needs.
- Arrange a ride using the referral from the 2-1-1 representative.



# Measurements of Success continued

2) Close Transportation gaps by increasing partnerships, collaborations and leveraging resources by identifying communities and demographic populations who are unserved or underserved



*Partnerships with providers of dialysis care with transportation providers to provide medically appropriate transportation for this fragile population*



*Community Summits held in Sumner and Key Peninsula*



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# Measurements of Success continued

- 3) Connect the system to make it easier for riders to find transportation services.



*United Way of Pierce County, also a mobility management project, operates a transportation resource call center within the 211 framework.*

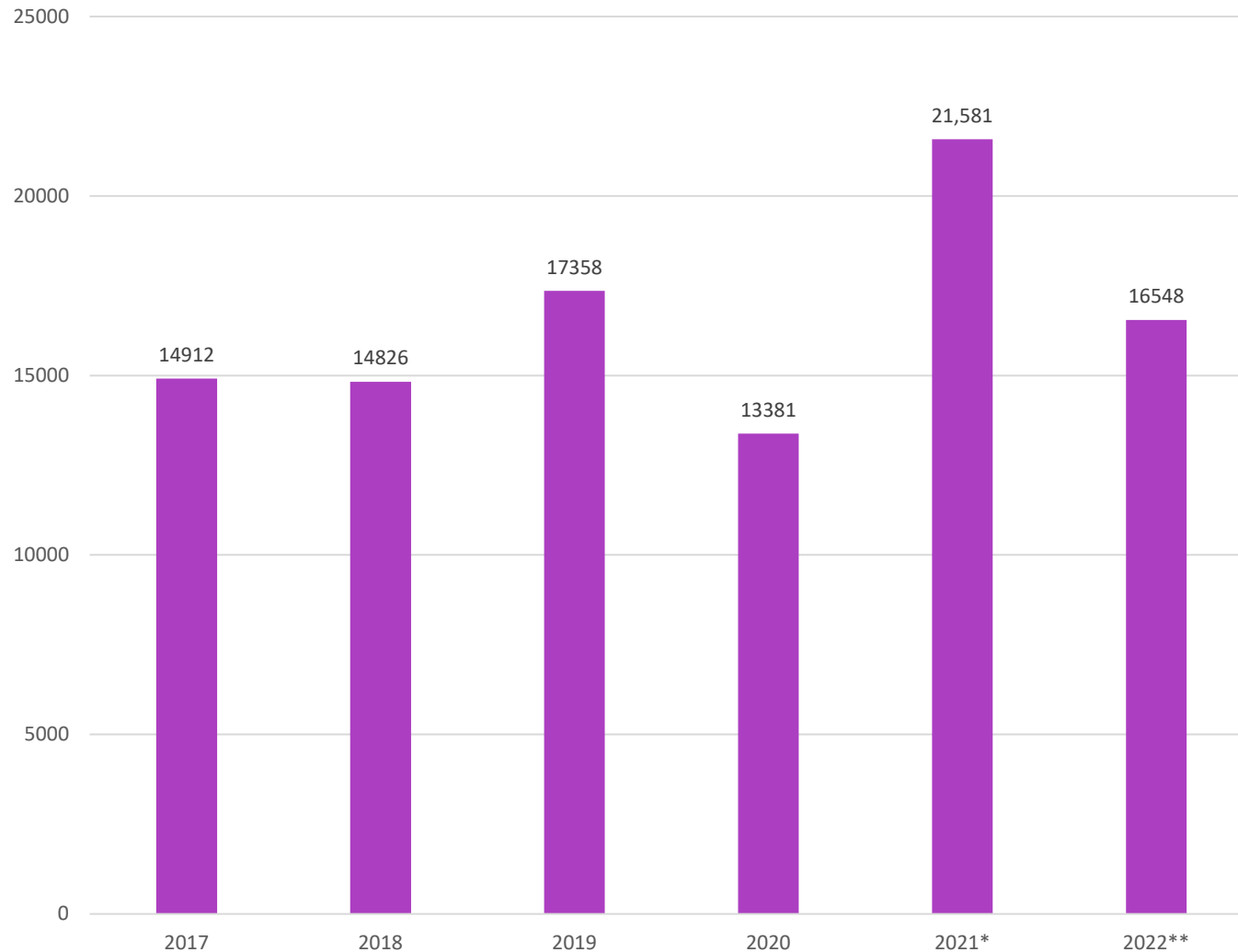
*211 was the lead in the development and piloting the Common Intake Point Program where riders can call one central number and be directly connected to the appropriate transportation resource as well as other imminent needs they may have (housing, food, etc).*





# Trip Data

Beyond the Borders Trips



- PCCTC did several outreach and marketing in 2018- 2019 in the areas of operation
- Ridership increased tremendously after the efforts
- Covid then impacted the outreach and marketing efforts in 2020-2022
- \* In 2021, BTB was able to help the communities by delivering meals and providing rides to vaccination sites
- \*\* In 2022 data only is current up to October. Ridership looks like it's on same trajectory from 2019 with a 12-15% ridership increase



# Improving Services

<https://youtu.be/bkUCUQV9Otg>



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# Conclusion

1. Beyond the Borders service is for individuals who meet the special needs criteria and live or travel outside the PTBA in rural East and South Pierce County.
2. Client's primary destinations are employment for developmental disability, seniors, dialysis and lifeline trips such as shopping, food, banks, doctor appointments and other life sustaining trips.
3. Beyond the Borders expansion program with Pierce Transit eliminates the need for paratransit (SHUTTLE) eligible individuals to transfer from Beyond the Borders to SHUTTLE when traveling to certain destinations as far as 5-7 miles inside our service area.
4. Beyond the Borders also helps our communities connect to Pierce Transit and the Sound Transit transportation systems.
5. Beyond the Borders is always looking at better options to improve services like making the route in Orting instead of doing several demand trips.

# Questions?

