



United Way of Pierce County

South Sound 211 Transportation Resource Center

2022 PSRC SPECIAL NEED TRANSPORTATION COMMITTEE REGIONAL SPONSOR PRESENTATIONS



Proposal

Preserve the South Sound 211 Transportation Resource Center operations. We provide the access point for the special needs community to learn about all available mobility options in Pierce County, apply for rides, and receive one-on-one navigation assistance.

Mobility Need #3: More information about available services

Strategy 3.1: Conduct and tailor mobility management programs, such as travel training, mobility coalition, and information referral and assistance, to meet the needs of potential riders, including people with limited English proficiency (LEP).

Strategy 3.2: Coordinate to develop a comprehensive trip planning tool, like a One-Call/One-Click platform, to help riders with special transportation needs navigate and use available services, keeping in mind language, cultural, technological, and accessibility needs.

Mobility Need #4: Better access to health and wellness destinations including medical facilities, pharmacies, and grocery stores

Strategy 4.1: Strengthen and coordinate partnerships between healthcare and transportation providers, especially within equity focus areas, to better understand and address patients' unmet transportation needs and ensure that patients understand their transportation options.



Pierce County Coordinated Transportation Coalition

Strategic Goal #3: Connect the System

- Current central intake program and system access points to update workflow and data sharing (post pandemic crisis response).
- Develop virtual “Travel Ambassador” Trainings to be shared with multiple agencies and special needs community county-wide.
- Recruit and add healthcare providers to the connect the system team in order to better understand and address patients’ unmet transportation needs and ensure that patients understand their transportation options.

Advancing efficiency, accessibility and coordination

Eligibility screening, SNT options education, One intake for multiple rides, On-demand dispatch

Human centered creative conversations with live, trained Navigators

Multiple follow up contacts for continued support, data exchange with partners to ensure successful outcomes

Linkage to wraparound social service resources and personalized online application assistance to address the digital divide and other barriers

Partnerships Spotlight:

SS211 Transportation Navigation

Central Intake –
Catholic Community
Services Volunteer
Services

Central Intake – Pierce
County Human
Services Beyond the
Borders

Central Intake – The
Mustard Seed Project

Central Intake – Road
to Independence

Central Intake – Ride
United on-demand
dispatch to free rides

Pierce Transit

Paratransit Services
NEMT

Travel Training, Trip
Planners, Find a Ride,
Regional services

Park & Rides, Amtrack,
Sound Transit,
Greyhound,
Vanpool/Carpool,
Ferries

Orca cards, Gas
vouchers, Car repair,
Adaptive equipment,
Plane/Bus fare

Housing Navigation –
Flexible transportation
funding

Workforce
Development
Navigation – Flexible
transportation funding

Behavioral Health
Navigation –
Specialized
transportation funding

Family/Parent/Child
Navigation – flexible
transportation funding

Health Provider
Central Referral –
transportation to meet
SDOH needs

Transportation
Access
Innovation
through
contextualized
client navigation



Get Connected. Get Answers.

United Way of Pierce County
Serving Pierce, Thurston & Lewis counties



LIVE UNITED

Questions & Discussion

contact: pennib@uwpc.org