



# SPECIAL NEEDS TRANSPORTATION PROGRAMS

PIERCE COUNTY HUMAN SERVICES

OCTOBER 16, 2024

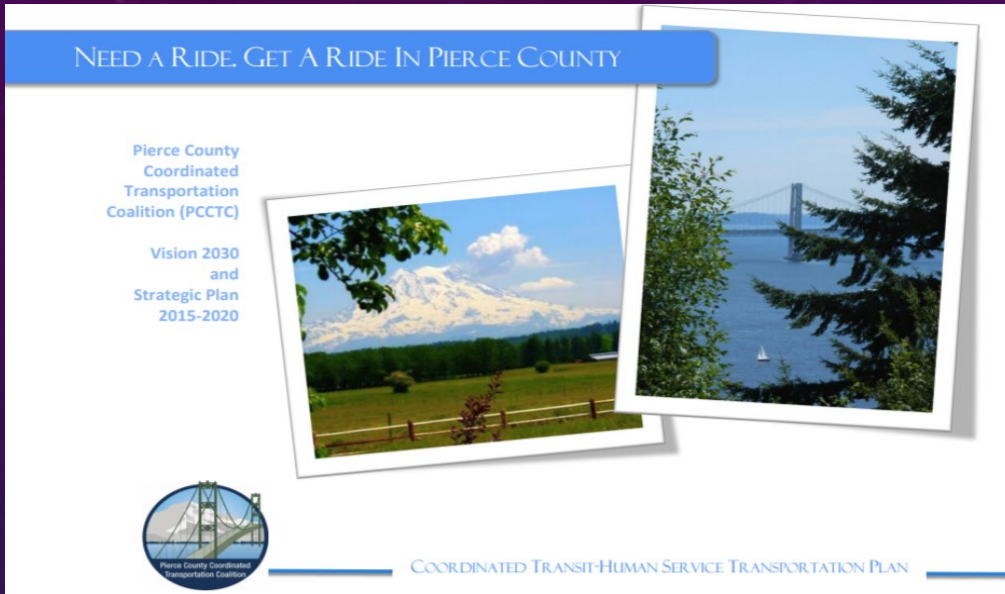
DAEVEENE MAY

BEYOND THE BORDERS/MOBILITY MANAGEMENT



Pierce County  
Human Services

# 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

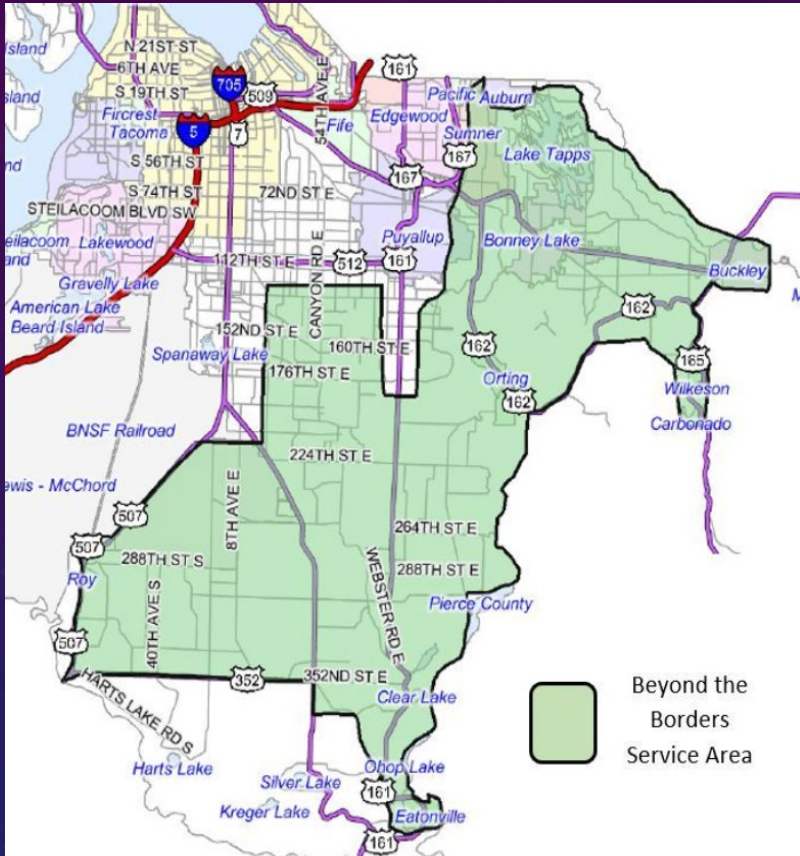


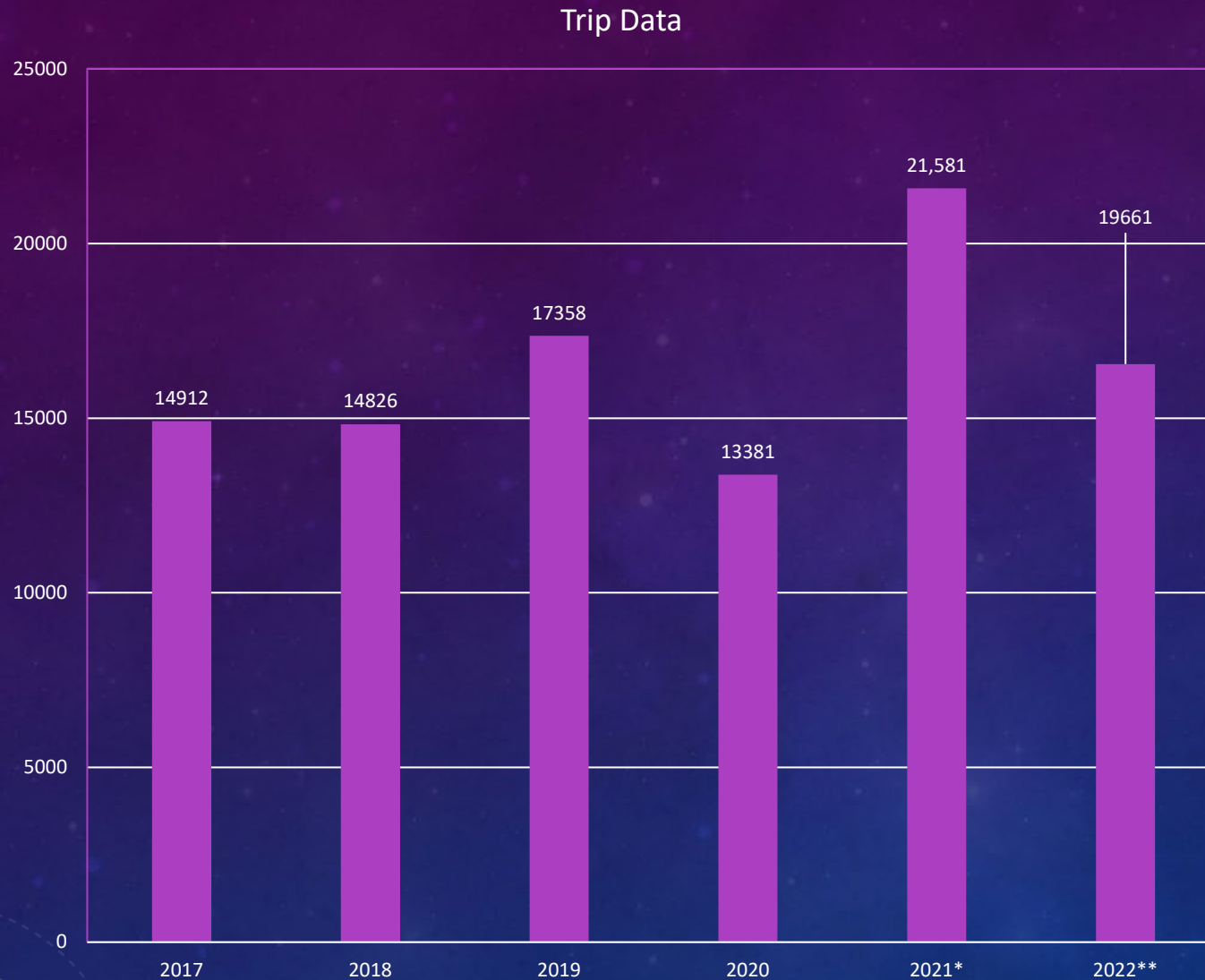
Figure 1

- 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 18,000 to over 22,000 rides annually from the last grant applied for, serving more than 375 clients per year
- 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





# Trip Data



- 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 ridership looks like it's on same trajectory from 2019 with a 12-15% ridership increase
- 2023 numbers were 22004 which was an 11% increase from 2022



# Beyond the Borders Fact Sheet

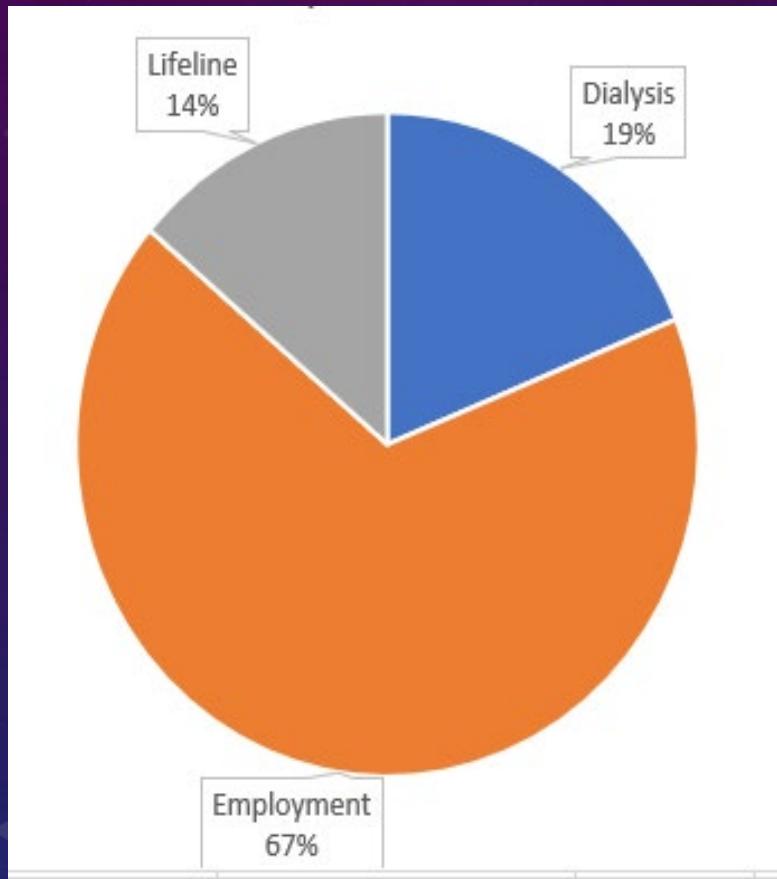


Figure 2

- BTB is the largest special needs transportation provider in East and South Pierce County
- 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)
- Contractors demand rate went from \$42 per trip to \$63.58 per hour

# 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. The on-going outreach has established more clients especially in the developmental disability clients we serve.
6. 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?



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# Improving Services

<https://youtu.be/bkUCUQV9Otg>



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