



SPECIAL NEEDS TRANSPORTATION PROGRAMS

PIERCE COUNTY HUMAN SERVICES

OCTOBER 16, 2024

DAEVEENE MAY

BEYOND THE BORDERS/MOBILITY MANAGEMENT



Pierce County
Human Services

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

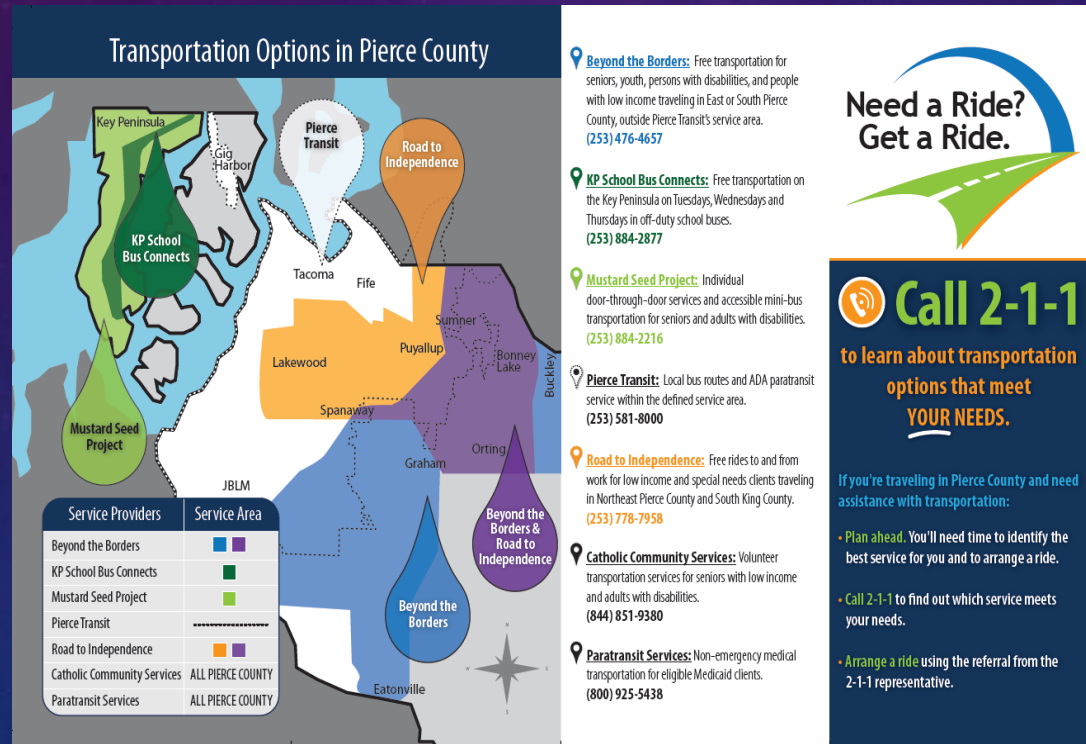


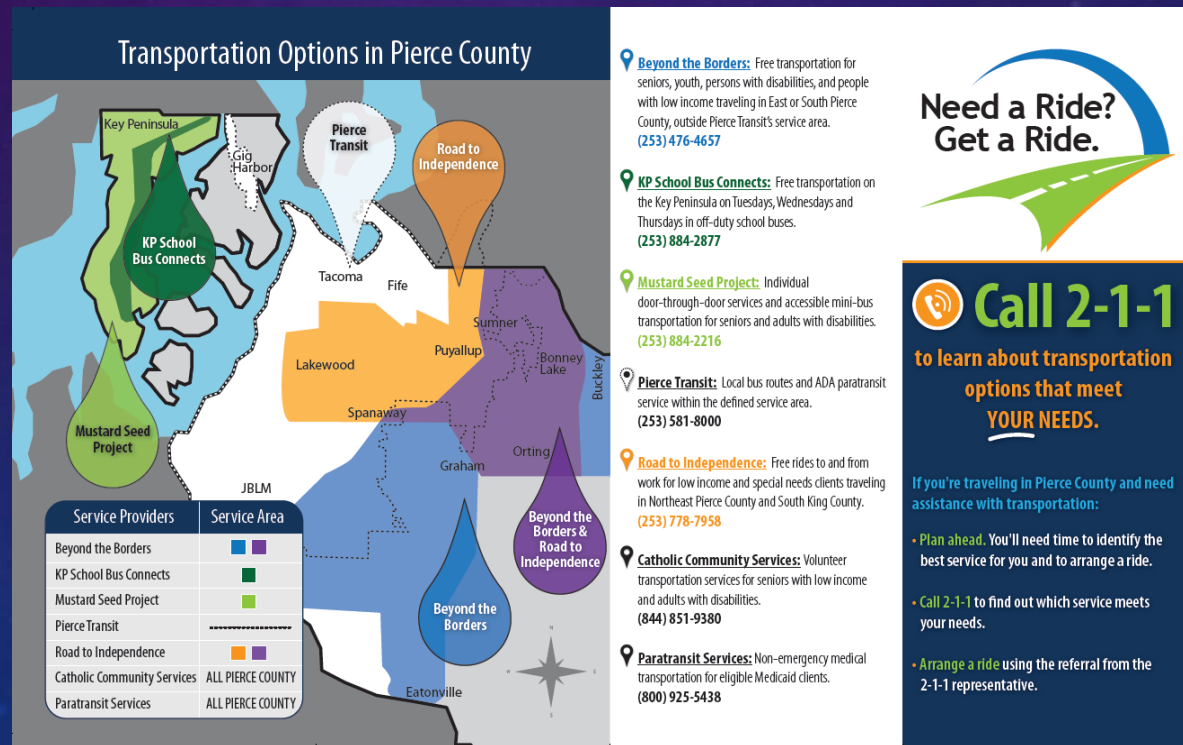
Figure 4



Measurements of Success

1) Outreach and Education

- ✓ Increase utilization of existing services
- ✓ 10,000 Need a Ride, Get a Ride Brochures published and distributed
- ✓ Improving Travel Ambassador Program



The brochure titled "Transportation Options in Pierce County" features a map of the county with color-coded regions indicating different service areas. A legend table at the bottom left lists the service providers and their corresponding service areas. The right side of the brochure contains detailed descriptions for each service, including contact information. A prominent graphic on the right asks "Need a Ride? Get a Ride." and encourages calling 2-1-1 for more information.

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

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).



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Human Services

Conclusion

1. Outreach
2. Partner Collaboration
3. Travel Ambassador Program
4. Quarterly Meetings
5. Surveys

Questions?



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