Special Needs Transportation: Status Report and Ongoing Work

Transportation Policy Board – May 9, 2019
Presentation Outline

- 2019-2021 Consolidated Grant Award Results
- Pierce County Humans Services
- PSRC Special Needs Transportation Work Program
People with special transportation needs include:

- Older Adults (age 65+)
- People with Disabilities
- Low-Income
- Youth
- Veterans
- Limited English Proficient (LEP) Individuals
WSDOT Consolidated Grant provides funding from a variety of federal and state sources for special needs transportation programs.

- FTA Section 5310, 5311 and 5339
- State Rural Mobility Grant
- State Paratransit/Special Needs grant
2019-21 Consolidated Grant for PSRC Region: Streamlined Process

WSDOT

WSDOT Call for Projects
July 9, 2018

Submit Grant Application to WSDOT & PSRC
September 14, 2018

PSRC

PSRC Regional Priorities Recommendation
October 17 – December 6, 2018

PSRC Regional Rankings

WSDOT Evaluation & Scoring
Fall 2018 — Spring 2019

WSDOT Award

PSRC Involvement

Special Needs Project Implementation
Project begins July 1, 2019

We are here

* Kitsap County competes through Peninsula RTPO process
2019-21 Consolidated Grant for PSRC Region: Award Results

- 20 projects were funded (23 projects were submitted)
- 3 projects are not funded in WSDOT’s process, totaling $0.8M
- Total Funded: $11.2 M (59% from State/Other Federal)
Higher percentage of project funding awarded compared to total request.

Higher amount of funds leveraged from WSDOT-managed federal/state sources

* Kitsap County project(s) are not included in this calculation
Special Needs Transportation Programs

Pierce County Human Services
May 9, 2019
NEED A RIDE? GET A RIDE IN PIERCE COUNTY

Pierce County Coordinated Transportation Coalition (PCCTC)

Vision 2030 and Strategic Plan 2015-2020

Beyond the Borders

COORDINATED TRANSIT HUMAN SERVICE TRANSPORTATION PLAN
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.
Measurements of Success

1) Outreach and Education
   ✓ Increase utilization of existing services
   ✓ 10,000 Need a Ride, Get a Ride Brochures published and distributed
2) Close Transportation gaps by increasing partnerships, collaborations and leveraging resources by identifying communities and demographic populations who are unserved or underserved

Community Summits held in Sumner and Key Peninsula

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

In 2018, 80% of the riders who utilized 211 received the trip they needed.
Beyond the Borders
Special Needs Transportation Service

• Serves rural and suburban east and south Pierce County.

• Connects to Pierce Transit and Sound Transit services.

• 15,000 boardings annually and growing.

• Primary destinations are Employment, dialysis and Lifeline trips such as shopping or food banks.
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 5 PM
  • Sumner/Bonney Lake
  • Spanaway/South Hill
  • Eatonville Mealsite
The Plan was updated in 2018 and includes:

- **Demographics** of special needs population
- **Inventory** of special needs transportation services
- **Unmet needs and gaps** in special needs transportation
- **Prioritized strategies** to address the identified needs and gaps
Initial Work: Improve Data on Special Needs Transportation Mobility Trends and Needs
Special Needs Transportation Work Program

Data:

Public Transit Agencies

• Fixed Route (rail, bus, ferries)
• Demand Response
• Travel Training and Partnerships
Special Needs Transportation Work Program

Data:

Other Transportation Providers

- Non-profit/human services demand response
- Volunteer Transportation
- County/subarea mobility coalitions
Other Tasks:

- Coordinate with agencies to implement Prioritized Strategies:
  - Comprehensive regional access to healthcare
  - Special needs transportation service to/within rural areas
- Improve performance measurement of these programs
- Assist WSDOT in capacity building for funding applicants
Thank you.

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