

# 16325 - Hyde Shuttle

## Application Details

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**Funding Opportunity:** 15642-2023-2025 Consolidated Grant Program - Operating  
**Funding Opportunity Due Date:** Oct 27, 2022 3:01 PM  
**Program Area:** Consolidated Grant Program  
**Status:** Editing  
**Stage:** Final Application

**Initial Submit Date:**  
**Initially Submitted By:**  
**Last Submit Date:**  
**Last Submitted By:**

## Contact Information

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### Primary Contact Information

**Name:** Salutation Phirun Middle Name Lach  
First Name Last Name  
**Title:** Director Of Transportation  
**Email\*:** phirunl@soundgenerations.org  
**Address\*:** 2208 2nd Ave  
Suite 100  
Seattle Washington 98121-2055  
City State/Province Postal Code/Zip  
**Phone\*:** (206) 554-1655 Ext.  
Phone  
###-###-####  
**Fax:** ###-###-####

### Organization Information

**Legal Name\*:** Sound Generations  
**DBA Name\*:** Sound Generations  
**Organization Type\*:** Non Profit

**DUNS #:** 040185324  
#####

**Unique Entity Identifier (UEI):** LCL9SBLQFUM7

**Organization Website:** https://soundgenerations.org  
(Please enter http://... for this field)

**Physical Address\*:** 2208 Second Ave  
  
Suite 100  
  
Seattle Washington 98121-2055  
City State/Province Postal Code/Zip

**Mailing Address\*:** 2208 Second Ave, Suite 100  
  
  
Seattle Washington 98121-2055  
City State/Province Postal Code/Zip

**Remit to Address\*:** Sound Generations, 2208 2nd Avenue Ste 100  
  
Sound Generations  
  
Seattle Washington 98121-2055  
City State/Province Postal Code/Zip

**Phone\*:** (206) 727-6263 Ext.  
###-###-####

**Fax:** ###-###-####

**Fiscal Year End** December  
**Last day of\*:**

## Organization Contact Information

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### *Organization Contact Information*

#### Organization Director

**Name\*:** Jim Wigfall  
First Name Last Name  
Chief Executive Officer jimw@soundgenerations.org  
Title Email Address

#### Applicant Contact

**Name\*:** Joanne Donohue  
First Name Last Name  
Chief Operations Officer joanned@soundgenerations.org  
Title Email Address

#### Project Contact

**Name\*:** Phirun Lach Lach  
First Name Last Name  
Director of Transportation phirunl@soundgenerations.org  
Title Email Address

# Summary of Project Information

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## ***Summary of Project Information***

### **PLEASE NOTE:**

**OPERATING - General operating assistance** – Select this option if you are a transit agency and are submitting only one operating project that includes all of the transportation services your organization provides (maximum grant request of \$ 1.5 million).

**OPERATING - Operating assistance for a specific service** – Select this option if your organization is submitting an application for specific services you provide.

**Operating Type\*:** Operating assistance for a specific service

Refer to the glossary in the Consolidated Grants Guidebook for service-type definitions.

**Service Type\*:** Demand-response

Select either “Sustain Existing Service” or “Expand Service.”

**Need for Service\*:** Sustain existing service

Select One

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements. For an example of last biennium's federal requirements see the Consolidated Grants Program Guidebook.

**Willing to Accept FTA funds for the biennium?\*** Yes

Select all of the Congressional District(s), Legislative District(s) and County(ies) the project will serve.  
Congressional & Legislative District map

**Congressional District(s)\*:** 1,7,8,9

**Legislative District(s)\*:** 05,11,30,31,32,33,34,36,37,43,46,47

**County(ies)\*:** King

**Duration of Project\*:** Four Years

## ***Dependency on Other Projects***

**Dependent on other projects?**

**Project Title**

No

## Scope of Work

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### ***Project Description***

Select the Regional Transportation Planning Organization / Metropolitan Planning Organization (RTPO/MPO) that will be ranking this project from the drop-down menu.

**RTPO/MPO\*:** Puget Sound Regional Council

**Is this project primarily serving a rural area?\***

No Any service that supports Public Transportation in rural areas with populations less than 50,000.

**Is this project primarily serving the Seattle, Tacoma, Everett urbanized area?\*** Yes

Provide a brief, high-level description of what your project proposes to do (address who, what and where).  
This description may be used to describe your project to the Legislature.

**Proposed scope/description of the work.\*:**

To provide operating funding assistance to sustain a community-based paratransit service for seniors and people with disabilities in urban, suburban and rural King County who are unable to use public transportation such as the bus or ADA Paratransit, because they cannot afford the fare, not eligible for ADA Paratransit or too frail to use it.  
Why is this project needed, and how does this proposal address the need?

Describe why you are pursuing the proposed project. Include a description of the transportation problem that needs to be addressed, how the problem was identified, and how the proposed project will address the problem.

**Need\*:**

The Hyde Shuttle Project started in 1997 with one shuttle and now operates 40 shuttles in King County. The project is included in Metro's Strategic Plan for Public Transportation, as part of the Community Access Transportation program (CAT). The CAT Program is a partnership with 26 non profits that offers alternatives to ADA Paratransit service. King County Metro acknowledges that their ADA service is not always appropriate for the special needs population and the intent of the CAT program is to help people who are transportation disadvantaged due to age, disability and/or income. PSRC's Coordinated Mobility Plan published in May, 2022 identified the following needs: 1. shorter travel time, 2. more transportation service when needed, 3. accessible information about available services and language support, 4. better access to health and wellness services, 5. affordable transportation, 6. improved ADA infrastructure and 7. regional coordination. Our project is well designed to address needs: 1, 2, 3, 4, 5 and 7. In the next section we describe the strategies we employ to address these needs.

Describe coordination efforts with your regional planning organization.

Include details such as inclusion in regional plans, what prioritized strategies are being addressed, who was involved in defining the problem, other alternatives that were/are being considered for solving the problem, and demonstrations of local/regional support for implementing the proposed project.

**Coordination Efforts\*:**

Our project is well designed to address the following prioritized strategies from PSRC's Regional Transportation Plan 2022-2050 Appendix B Coordinated Mobility Plan (pages 40-44): Strategy 1.2 and 1.3: Our shuttles operate in smaller geographical areas that insure on time performance and shorter wait times on return trips. Strategy 2.1: Our population prefers traveling between 10-3 pm during the week and our program is designed to meet that need. Strategy 3.1: Our project is embedded in a larger social service organization that provides information and referral and last year handled 530 transportation related calls. We will also be launching a pilot this fall in partnership with three non profits that serve the Russian, Indian and Chinese communities. The pilot will allow us to test various approaches to addressing language barriers. Strategy 3.2: This fall we will be part of a One Call One Click Pilot that Hopelink will be initiating. Strategy 4.1: 32% of our trips are for medical appointments, 33% for access to food/meals and 35% for trips connect people to their community and places like senior centers which offers services and programs that address risk factors, such as isolation. Strategy 5.1: We do not charge for our services; instead we give people the opportunity to make a donation and 7.1: We participate in local/regional planning processes as a voting member on the PSRC's Special Needs Transportation Committee. The committee provides an opportunity to identify unmet needs in our region, share information and work together to address these needs. In preparation for responding to this application, we reached out to Hopelink, Snoqualmie Valley Transportation and Northshore Senior Center to make sure that our existing program was complementing their

services. We will address this in more detail in our second application for expanding services to the eastside of King County.

How does the project advance efficiencies in, accessibility to, or coordination of transportation services provided to persons with special transportation needs?

To be eligible for funding for special needs transportation, RCW 47.01.450 requires that applicants address how their project advances the efficiency, accessibility, and/or coordination of special needs transportation.

Describe how your project advances these areas, and how you are going about developing these advancements. Additionally, identify the special needs population to be served by this project.

### **Special Needs Transportation:**

The primary population we serve is older adults, however we also serve people with disabilities. Most of our riders have very limited incomes and 29% of our riders are from communities of color. We improve coordination by partnering with 11 suburban cities, Providence Low Income Housing, our volunteer transportation program, transportation providers, such as Hopelink, Northshore and Snoqualmie Valley Transportation, numerous senior centers and community based organizations serving people of color to create an integrated and coordinated transportation service. We demonstrate efficiency by providing rides at 83% the cost of Metro's ADA service. We combined our call centers for Volunteer Transportation and Hyde and this has saved money and insures that we are able to consistently do live calls. We enhance accessibility by not putting our riders through a complicated eligibility determination process. Riders register for service with a single phone call with no application or eligibility evaluation required. Hyde Shuttles do not charge a fare (optional donation), increasing affordability and access for riders who are unable to pay a fare. The service provides customized response times to meet individual needs, offers short pick-up windows and trip lengths, and group rides for people traveling to the same place. Riders can call one day before and request a ride. We are participating in a One Call One Click pilot with Hopelink this fall to make it easier for riders to find the best transportation provider to meet their needs. Starting this fall with funding from the National Center for Mobility Management we will be operating one bus in three communities on the eastside: Bellevue, Redmond and Kirkland. The service will focus on older adults who are Indian, Russian or Chinese. To overcome language and cultural barriers we will partner with three organizations who work with these populations.

**For operating, mobility management and capital projects:** How will your organization measure whether the project is successful and improves the efficiency and effectiveness of public transportation?

Identify data sources and monitoring processes. Explain how the project provides more efficient and effective transportation services to the target population(s) within the community. Describe strategies or steps to be taken if the project does not meet its performance targets.

### **For Planning Projects: How will your organization measure the planning project's success?**

Identify data sources used in the planning process.

### **Measurement of Efficiency and Effectiveness\*:**

Effectiveness is measured by looking at: a) Quantitative Performance Measures: We use CTS Tripmaster scheduling software to track revenue hours, miles and passenger trips. The data is pulled into Power Bi each month and available for management to review. We also look at denials to see if they are trending in the wrong direction. When they are, we bring this to the attention of our operations staff and monitor until things improve. We collect demographic data because that helps us determine if we are reaching those most in need. We do a lot of reminding of call center staff to fill in the unknown data fields. b) Quality Measures: Sound Generations conducts annual rider surveys to measure customer satisfaction and impact of the Hyde Shuttle project. In the most recent survey (spring 2022), 84% reported that Hyde Shuttles improved their access to health services and healthy foods; 91% reported that the Hyde Shuttles helped them remain independent. We administered a survey just before the pandemic to former riders who hadn't used our service during 2019. As a result of feedback from our

riders, we changed our reservation notice from 3 days to 1 day. Efficiency is measured by looking at the cost per trip, driver productivity and how well we are managing no shows and late cancels. We recently ran a report to identify the riders who were no showing on a regular basis and followed up with them to make sure they knew how to cancel their ride the day before.

How does your project connect to, coordinate with, leverage or enhance other modes of transportation in your service area (i.e., aviation, intercity bus or rail, park and rides, bicycle/pedestrian)?

Describe how this project supports and interacts with other modes of transportation in the project area. Does this project enhance other transportation or social services within your organization or among partners?

What efficiencies will be gained within the service area as a result this project?

#### **Other Modes of Transportation\*:**

Hyde Shuttles provide demand-respond service throughout many cities in King County that provide access to intercity bus, light rail and park & rides that connect riders to destinations outside our service areas. We also transport riders to senior/community centers that offer fitness, food and social service programs. We are in the process of reaching out to community based organizations that serve immigrant/refugee communities to restart nutrition transportation routes that were put on hold during the pandemic. This part of the program connects older adults to important food related programs and socialization. Hyde Shuttles coordinate with King County Metro, and Hopelink's Mobility Management program to leverage/promote our service and other modes of appropriate transportation for their special needs clients. Hyde Shuttles fill gaps in Metro's paratransit and bus service by targeting a broader audience as well as riders who may need a higher level of service. We operate a single call center for our Transportation Programs which allows for cross referrals. We use LYFT as a back up for both our Volunteer Transportation and Hyde Shuttle Programs. As an active member of the King County Mobility Coalition and PSRC's Special Needs Transportation Committee, Hyde Shuttles help to promote and support all special needs transportation in our region.

Identify the project staff for this project. What type of experience do these individuals have with grant management?

Provide the names and experience of the key staff that will be working on this project, including their experience managing projects similar to the proposed project.

#### **Project Staff\*:**

1) Joanne Donohue, Chief Operating Officer has 34 years management experience in the government, health and non profit sectors and brings extensive experience in grant management, data collection and program performance and outcome measures for this project. 2) Phirun Lach, Transportation Director has over 10 years of transportation experience. He administers a \$4.5 million budget that includes federal, state, county and city grants and contracts: 3) Kim Christodoulou, the Transportation Manager has over fifteen years experience managing day-to-day special needs transportation operations that includes grant funded transportation services. Sound Generations has been in operation since 1967 and has extensive financial management experience in implementing social service programs using local, state and federal funds. The agency's 2022 budget is \$22 million and 64% of our revenue came from government sources. Our accounting team is versed in non profit accounting and up to date on federal regulations that must be followed.

#### ***Coordinated Public Transit - Human Services Transportation Plans (CPT - HSTP)***

##### **Coordinated Public Transit- Human Services Transportation Plan**

##### **Page number(s) or TBD**

Puget Sound Regional Council

34-37

## **Budget**

### ***Expenses***

		July 1, 2021 - June 30,						
Expenses	If Other, Please List	**July 1, 2021 - June 30, 2022 (Actual)	**July 1, 2022 - June 30, 2023 (Budgeted)	2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	Variance Between Biennia	**July 1, 2025 - June 30, 2027 (Projected)	Varian Betwe Bienn
Depreciation		\$37,653.00	\$37,796.00	\$75,449.00	\$38,856.00	-48.50%	\$0.00	18480.5
Contracted Services - Other		\$17,041.00	\$6,422.00	\$23,463.00	\$12,844.00	-45.26%	\$13,229.00	3.00%
Labor & Benefits		\$2,214,180.00	\$2,233,170.00	\$4,447,350.00	\$4,514,060.00	1.50%	\$4,581,771.00	1.50%
Rent & Utilities (if not included in overhead, above)		\$86,814.00	\$83,253.00	\$170,067.00	\$170,067.00	0.00%	\$175,169.00	3.00%
Other	Telephone	\$43,873.00	\$40,092.00	\$83,965.00	\$86,484.00	3.00%	\$89,078.00	3.00%
Other	Postage	\$2,055.00	\$1,542.00	\$3,597.00	\$1,870.00	-48.01%	\$1,926.00	2.99%
Project Supplies		\$17,610.00	\$8,470.00	\$26,080.00	\$12,368.00	-52.58%	\$12,739.00	3.00%
Other	Insurance	\$100,167.00	\$100,167.00	\$200,334.00	\$201,805.00	0.73%	\$207,859.00	3.00%
Other	Travel	\$4,803.00	\$5,000.00	\$9,803.00	\$10,097.00	3.00%	\$10,400.00	3.00%
Other	Equipment	\$196,732.00	\$207,372.00	\$404,104.00	\$377,905.00	-6.48%	\$389,242.00	3.00%
Other	Print, Dues & Marketing	\$2,616.00	\$2,775.00	\$5,391.00	\$5,553.00	3.01%	\$5,663.00	1.98%
Other	Administration Shared Costs	\$371,989.00	\$371,989.00	\$743,978.00	\$697,104.00	-6.30%	\$697,104.00	0.00%
Other	Other Expenses	\$567.00	\$820.00	\$1,387.00	\$1,035.00	-25.38%	\$1,066.00	3.00%
Other	Inkind vehicles, fuel and maintenance	\$589,092.00	\$589,092.00	\$1,178,184.00	\$1,103,583.00	-6.33%	\$1,103,583.00	0.00%
		<b>\$3,685,192.00</b>	<b>\$3,687,960.00</b>	<b>\$7,373,152.00</b>	<b>\$7,233,631.00</b>		<b>\$7,288,829.00</b>	

**Revenue and/or Match**

<b>Revenue and/or Match Sources</b>	<b>If Other, Please List</b>	<b>**July 1, 2021</b>	<b>**July 1, 2022</b>	<b>July 1, 2021 -</b>	<b>July 1, 2023 -</b>	<b>**July 1, 2025</b>
		<b>- June 30, 2022</b>	<b>- June 30, 2023</b>	<b>June 30, 2023</b>	<b>June 30, 2025</b>	<b>- June 30, 2027</b>
		<b>(Actual)</b>	<b>(Budgeted)</b>	<b>(Total of Actual and Budgeted)</b>	<b>(Projected)</b>	<b>(Projected)</b>
Local: In-kind		\$589,092.00	\$589,092.00	\$1,178,184.00	\$1,103,583.00	\$1,103,583.00
Federal: FTA via WSDOT		\$925,488.00	\$974,503.00	\$1,899,991.00	\$0.00	\$0.00
State: Area Agency Aging		\$305,702.00	\$345,601.00	\$651,303.00	\$690,940.00	\$690,940.00
Local: Other	King County Metro	\$1,744,261.00	\$1,744,261.00	\$3,488,522.00	\$3,282,887.00	\$3,282,887.00
Local: Other	King County Housing Authority	\$90,269.00	\$3,516.00	\$93,785.00	\$0.00	\$0.00
Local: Other	Client Donations	\$30,380.00	\$30,987.00	\$61,367.00	\$63,214.00	\$64,478.00
		<b>\$3,685,192.00</b>	<b>\$3,687,960.00</b>	<b>\$7,373,152.00</b>	<b>\$5,140,624.00</b>	<b>\$5,141,888.00</b>

#### ***Summary of Awarded Amount for July 1, 2023 - June 30, 2025***

**Requested Amount:** \$2,093,007.00

**Revenue / Match Amount:** \$5,140,624.00

#### ***Summary of Awarded Amount for July 1, 2025 - June 30, 2027***

**Requested Amount:** \$2,146,941.00

**Revenue / Match:** \$5,141,888.00

#### ***Variances***

**Variance between 2021-2023 and  
2023-2025:** -1.89%

**Variance between 2023-2025 and  
2025-2027:** 0.76%

#### ***Variances:***

Contractual Expenses: Decreased because we don't anticipate needing temporary staff in the future Labor: Modest increase because our estimates assume 6.5% vacancy and turnover and a reorganization of our call center. Rent/Utilities: Stayed flat for 1st biennium because we are planning to rent out unused space. Postage decreased because we will be emailing a survey link to our riders Project Supplies: decreased because we did a onetime remodel of our offices see supplemental

#### ***Other Sources***

#### ***Other Sources\*:***

We will no longer receive King County Housing Authority (KCHA) funding. We decided to end the contract in August 2022 with KCHA due to low ridership. Group transportation is nice in theory, but most people prefer to go when they want to go using our demand response program. Aging and Disability Services funding is documented in the match letter. The city of Seattle has been consistently giving cost of living increases. Our agreement with



Metro allows us to bill up to the amount shown in this budget and is documented in a match letter for the 2023-25 biennium. We are allocating a portion of both in-kind and cash match from Metro to the expansion project for the eastside. We are currently under utilizing these resources for the existing project and would like to use these freed up resources to expand to three cities in East King County that are currently not being served by our program. We have underutilized capacity because during the pandemic we were delivering lots of meals and our staff turnover was very limited. When the world moved from a pandemic to an endemic, we stopped delivering meals and some of our drivers decided to retire. While demand has slowly increased, it hasn't increased enough to make use of the buses and staff we had before or during the pandemic. This provided an opportunity to consider expanding to the eastside. Metro wanted us to first utilize these resources before committing additional cash match. We are confident that if demand increases substantially for the existing project that Metro will provide more resources. The inkind match on the Metro letter is higher than what we are budgeting, but as needed we can go up to the amount noted in the match letter. We are projected mostly a small increase in rider donations based on current year levels. Our Consolidated Grant request is 10.1% for the 2023-2025 biennium and 2.5% for the 2025-27 biennium. We are not aware of any other funding opportunities available for this service.

## Comments

### Comments\*:

We came up with our estimated future costs using actual expenditures from 2021 and 2022. We are projecting modest wage growth because we factored in savings from vacancy and turnover. These savings average about 6.5%, so even if our wage growth is 5% per year, the net effect is 1.5% increase in actual payroll costs. We identified one-time expenses from the current biennium that were not likely to reoccur in future biennium budgets. These were noted in the variance section. We have no vehicle, fuel or maintenance costs because they are provided in kind by Metro. We estimated modest increases for the other line items. Depreciation decreased by 50% in the first biennium because our software will be fully depreciated by 6/24 and there is no expense in the 2nd biennium. Our approved administrative overhead rate is currently 12.9%. Revenue We used the amount on the match letter from ADS, which is consistent with what we have historically received along with cost of living that the City of Seattle has built into their contracts. King County Metro Transit determines our in-kind valuation amounts every two years and the most recent one is in the attachment section along with the match support letters. Due to changes in rider behavior and the ending of the King County Housing Authority contract, we were able to free up buses and related inkind support and make it available for the expansion project on the Eastside which is addressed in a separate application. Prior to the pandemic, we noticed a drop in ridership with our nutrition routes, which used to number 13. The pandemic shut the routes down and there is only interest in resuming 3-5 routes at the most. This also impacted our use of Metro cash match, which is why this application shows less. If we are funded to do the expansion project on the eastside, we will use Metro match for that effort.

## DBE Goals

DBE	No
Goals Percentage Efforts	DBE
<div>Yes</div> <div>1.00%</div> <div>We are starting with modest goals because there are not many opportunities for us engage DBE contractors and suppliers. We will make a concerted effort to engage with DBE certified businesses for any catering, translation needs and body shop work. Our Diversity, Equity and Inclusion trainer is paid out of administrative overhead, so we can't use those costs plus even though he is a person of color, he is not a certified DBE vendor.</div>	

## Summary

July 1, 2023 - June 30, 2025

<b>Expense Total:</b>	\$7,233,631.00
<b>Revenue Total:</b>	\$5,140,624.00
<b>Requested Amount</b>	\$2,093,007.00
This is the amount of grant funds your organization is requesting from July 1, 2023 - June 30, 2025.	Expense Total minus Revenue Total
:	
<b>Percentage of Match:</b>	71.07%

## July 1, 2025 - June 30, 2027

<b>Expense Total:</b>	\$7,288,829.00
<b>Revenue Total:</b>	\$5,141,888.00
<b>Requested Amount</b>	\$2,146,941.00
This is the amount of grant funds your organization is requesting from July 1, 2025 - June 30, 2027.	Expense Total minus Revenue Total.
:	
<b>Percentage of Match:</b>	70.54%

## Service Level

### Project Service Level Information

Project Specific Information	July 1, 2021 - July 1, 2022 - June 30, 2023			July 1, 2023 - July 1, 2025 - June 30, 2027		July 1, 2025 - June 30, 2027	
	June 30, 2022 (Actual)	June 30, 2023 (Budgeted)	(Total of Actual and Budgeted)	June 30, 2025 (Projected)	Percent of Change	June 30, 2027 (Projected)	Percent of Change
Revenue	38648	38868	77516	85510	10.31%	94061	10.00%
Vehicle Hours							
Revenue	317385	322392	639777	709262	10.86%	780189	10.00%
Vehicle Miles							
<i>Passenger trips should be entered as whole numbers only.</i>							
Passenger Trips	58185	37560	95745	75871	-20.76%	83458	10.00%
Volunteer Hours	0	0	0	0	0.00%	0	0.00%
					<b>.41%</b>		<b>30.00%</b>

### Project Service Level Description

Describe the methodology used to develop these estimates, including any assumptions used in their development.

**How were service-level estimates developed?\***

Eight months of actuals were used to derive a monthly average for each measure. The monthly average was multiplied by 12 months for the 7/22-6/23 estimates. Starting with these estimates we added 5% for the 7/23-25 estimates and the same for the 7/25-6/27 estimates. Recovery from the Pandemic has been slow, so we opted for conservative estimates. Please note that the reason for a significant drop in trips from actuals to the estimates is because the actuals included meal deliveries during the pandemic. Our population was only using our service to go to essential medical appointments. Transporting meals is more efficient than transporting people. Our latest challenge as we rebuild our program is recruiting drivers. We recently raised our pay from \$18.50 to \$20 per hour and we are still struggling with having an adequate applicant pool. We stopped using volunteers prior to the pandemic because additional requirements for drug testing, DOT physicals and ongoing training make this role not suitable for a volunteer.

For demand response, or deviated fixed route projects, summarize the intended outputs of this project in both qualitative (narrative) and quantitative (statistical) formats. There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply. In those cases, quantifiable objectives can be used instead by submitting the following information: number of trainings or outreach, or number of passengers served, or other measurable outcomes produced by this project. Ensure there is a quantitative output, as these will be the baseline measurement for the following biennium's application. Qualitative measures are optional.

### **Intended Outputs:**

Our outputs will continue to be trips, revenue hours and revenue miles. Hyde Shuttles are neighborhood based and this model insures on time delivery to the rider's intended destination and shorter wait times for returning home. Therefore, we look at these measures. We review number of denials on a monthly basis and strive to keep those at 3% or lower and we review late cancels and no shows on a monthly basis and our goal is to keep those at 10% or lower. Late cancels and no shows are a cost of doing business with a population that has cognitive loss, is Limited English Speaking and/or suffers from chronic conditions that can impact health and energy level for getting out.

## **Milestones**

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### ***Milestones***

<b>OPERATING ACTIVITIES</b>	<b>Date (mm/yy)</b>
Service Start	07/23
Service Complete	06/27

## **Attachments**

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### ***Attachments***

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Copy of organization's most recent audit report	✓	2020 Audit- we are still waiting for 2021 audit	Sound Generations 2020 Audit 2.pdf	pdf	492 KB	09/30/2022 09:55 AM
501(c) IRS Letter of Determination (for new non-profit applicants only)						
WA Utilities & Transportation Commission (UTC) Certification (for new non-profit applicants who are direct service providers)						
Service area map	✓	Hyde Service Area Map	HydeMapUpdateV2.pdf	pdf	4 MB	10/18/2022 12:43 PM
Population density map	✓	Hyde Shuttle Service - Area Population Density	Hyde Shuttle - Population Density.pdf	pdf	750 KB	10/20/2022 11:14 AM
Letters committing matching funds		King County Metro & ADS Match letters	Metro_ADS_Match_Letters_2022.pdf	pdf	76 KB	10/26/2022 09:23 AM
In-kind match valuation proposal (only operating and mobility management projects may use in-kind contributions as matching funds)		Metro Inkind Match Valuation	23-25 Sound Generations MATCH Valuation.docx	docx	22 KB	10/21/2022 03:03 PM
Letters of support (combine into one file attachment)						
Letter of concurrence (for projects that operate in multiple planning regions)						
Federal Indirect Cost Rate Approval Letter						
Cost Allocation Plan						

## Supplemental Information

### ***Supplemental Information***

#### **Supplemental Information:**

Budget Variances Continued: Insurance projected to be flat in the next biennium because we absorbed a significant increase in the current biennium. Equipment decreased because we updated all computers for our call center staff and we are not expecting to do that in for the next 5 years. Administrative costs are lower due to less inkind, equipment and contracted service costs which have been previously explained. Depreciation decreased by 50% in the first biennium because our software will be fully depreciated by 6/24 and there is no expense in the 2nd biennium. Inkind decreased because we are using some of the resources in the eastside expansion project. Attachments: We are still waiting for our 2021 audit. The delay is due to a combination of a cyber attack that needed to be investigated and resolved with a legal settlement which is now behind us and our auditors heading into their busy season. The 2021 audit will be available late November or early December. We will send a copy when we have it hand.

## Vulnerable Populations in Overburdened Communities & Tribes - May 2022

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### ***Vulnerable Populations in Overburdened Communities***

Identify the type of direct and meaningful benefits to vulnerable populations your project provides using the descriptions above, if any. Explain how your project provides these benefits. Your response may include suggestions about how WSDOT should evaluate project(s) against Climate Commitment Act requirements in the future.

#### **Vulnerable Populations in Overburdened Communities\*:**

Our project meets a need identified by vulnerable members of the community. Hyde Shuttle provide door to door affordable services to riders who are not able to use Access. The DART service operated by Hopelink works well for people who are mobile enough to leave their home and walk to one of the stops on the deviated fix route. It doesn't work well for people who live further aw ay from one of the stops or can't leave their home without assistance.

#### ***Tribal Support***

**Is this project directly operated by a tribe?\*** No

**Is your project serving and is it supported by a tribal nation in Washington? :** No

**Estimate the percentage of your project that serves the tribe:** 0.00%

**By checking this box, you are confirming your outreach to the tribe in pursuit of a resolution formally supporting your project :** No

#### ***Attachments***

**Tribal support correspondence/resolution:**

## Certification

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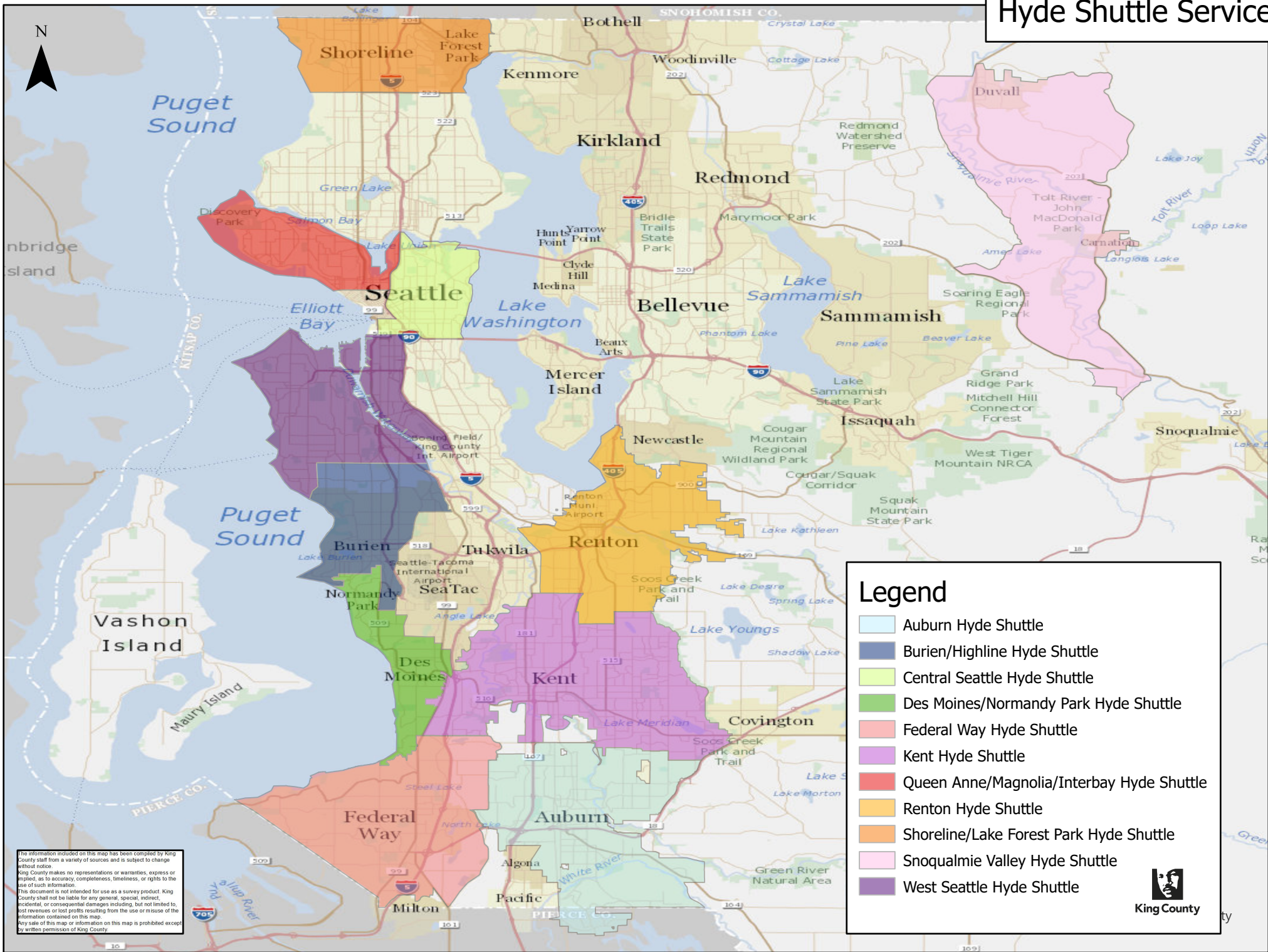
## ***Certification***

I certify, to the best of my knowledge, that the information in this application packet is true and accurate and that this organization has the necessary fiscal, data collection and managerial capabilities to implement and manage the project associated with this application:

<b>Certification*:</b>	Yes
<b>Application Authority*:</b>	Joanne    Donohue First Name   Last Name
<b>Title*:</b>	Chief Operating Officer
<b>Date*:</b>	10/21/2022



# Hyde Shuttle Service

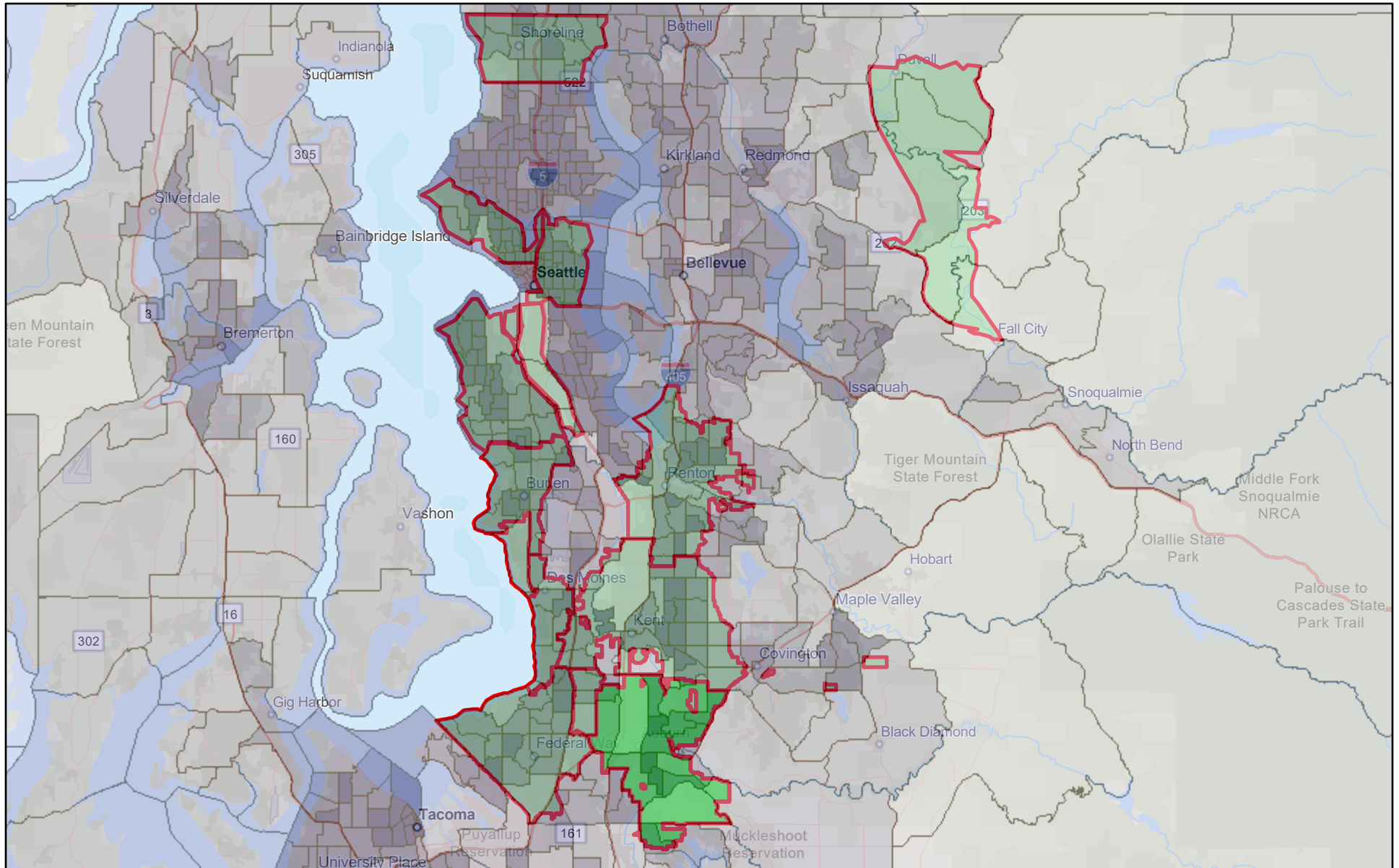


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King County

# Hyde Shuttle - Population Density



10/20/2022

Population Density (per sq. mile)

0 – 173

> 173 – 1,262

> 1,262 – 3,190

> 3,190 – 6,466

> 6,466 – 311,147

Snoqualmie Valley

Shoreline/Lake Forest Park

Queen Anne/Magnolia/Interbay

Central Seattle

Project 15

Project 14

West Seattle

Renton

Burien

Normandy Park

1:577,791

0 3.25 6.5 13 mi

0 5 10 20 km

EPA, King County, WA State Parks GIS, Esri, HERE, Garmin, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, EPA, NPS





*Moving forward together*

**Mobility Division**

Contracted Services/Mobility Services  
201 S. Jackson Street  
KSC-TR-0812  
Seattle, WA 98104-3856

October 7, 2022

Jim Wigfall  
Sound Generations  
2208 Second Avenue - #100  
Seattle, WA 98121

Dear Jim Wigfall:

King County Metro Transit is pleased to submit a letter of support for Sound Generations. Metro supports funding to sustain and expand the Hyde shuttle service that provides mobility for thousands of people with special transportation needs in King County.

This project is funded by King County Metro Transit and supports Accessible Services mission to develop, maintain and promote safe, reliable, appropriate, and sustainable alternatives to accessible, fixed-route service. Our commitment of vehicles, technical assistance and staff support through the Community Access Transportation Program are ways we can assist the community efforts to fill some of the transportation gaps in the area.

King County Metro will provide up to \$1,866,300 in revenue and \$706,000 of in-kind contributions per year contingent upon funding appropriation and up to 48 accessible vehicles. The Hyde shuttle program has done an excellent job in providing mobility for people with special needs in the region. Should you have any questions, please feel free to contact Don Okazaki, Transportation Planner, at 206-263-1082.

Sincerely,

DocuSigned by:

A handwritten signature in cursive script that reads 'Gwendolyn Clemens'.

FEC811FEC033487...

Gwendolyn Clemens  
Managing Director  
Contracted Services

October 25, 2022

Phirun Lach  
Sound Generations  
2208 Second Avenue - #100  
Seattle, WA 98121

Dear Mr. Lach:

Aging and Disability Services (ADS), a Division within the Human Services Department of the City of Seattle is pleased to provide a letter documenting our match for sustaining the Hyde Shuttles: a community-based paratransit service in King County. We are one of several funders that make it possible for the Hyde Shuttles to provide mobility for thousands of people with special needs in King County.

Historically, ADS has been providing \$345,470.03 per year to fund food access transportation to nutrition sites serving communities of color. We will be entering an open solicitation process for our transportation services funding in January 2023. To the best of our knowledge, Sound Generations will be eligible to participate in this process and is expected to participate in the process to sustain current services, including the Nutrition Van Services program. We anticipate awarding a contract with a service start date of January 1, 2024.

ADS confirms that Sound Generations will have funding through December 31, 2023, and beyond that, it will be contingent upon the results of our solicitation process. The Nutrition Van Service program has done an excellent job of providing food access for people with special needs in the region and we value the partnership.

Sincerely,

*Mary Mitchell*

Mary Mitchell, Director  
Aging and Disability Services

**Sound Generations  
In-Kind Match Valuation Proposal  
Updated 9/1/22**

**External In-kind Match**

King County Metro will donate the following real property, equipment, goods and/or services to sustain the Hyde Shuttle project in King County during the 2023 - 2025 funding biennium. The numbers below reflect annual match amounts.

- Vehicle Use \$384,000 (\$8,000/year per 48 vehicles)
- Vehicle Maintenance \$72,000 (\$1,500/year per 48 vehicles)
- Fuel \$190,000 (per year for 48 vehicles)
- Total \$646,000 per year