

# 16661 - Hyde Shuttle - Eastside

## 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 Sound Generations  
First Name Last Name  
CEO jimw@soundgenerations.org  
Title Email Address

#### Applicant Contact

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

#### Project Contact

**Name\*:** Phirun Lach  
First Name Last Name  
Transportation Director 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\*:** Expand service  
Select One

Select item(s) from the list below that best describes the nature of the expansion.

**If Expand Service:** Establish new service area  
Select all that apply

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)\*:** 1,9

**Legislative District(s)\*:** 45,48

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

**Duration of Project\*:** Two Years

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

**Dependent on other projects?**

Yes

**Project Title**

Hyde Shuttle

## 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 funds to start a community-based paratransit service for seniors and people with disabilities in Bellevue, Kirkland, and Redmond 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\*:**

Accessible transportation options for older adults and adults with disabilities are limited on the Eastside (Bellevue, Redmond and Kirkland). There is a large number of seniors, especially BIPOC population in need of our service. Out of 319,000 residents, 41% were born in over 90 different foreign countries, 44% speak a language other than English at home. Also 14% of the population are over 65 years old. 56% of respondents surveyed report that transportation is a challenge for participating in social and/or recreational activities. About 13% of all households headed by someone age 65 or older did not have a vehicle and 39% of renter households headed by someone age 65 or older did not have a vehicle. Lack of personal transportation is one of the main reasons older adults miss medical appointments and are less likely to participate in social, family, and/or religious activities which can result in physical fragility and social isolation. 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 on the Eastside 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: We expect this new service to accommodate the same type of needs that our existing service offers. 32% of our exiting 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 will not charge for our services; instead we give people the opportunity to make a donation and 7.1. In preparation for responding to this application, we reached out to Hopelink, IACS (Indian American Community Services), CISC (Chinese Information & Service Center), JFS (Jewish Family Services), Redmond Senior Center, and North Bellevue Community Center. Focus groups were conducted at each location and response confirmed the need for a demand response service on the Eastside.

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. We are anticipating that most of our riders will have very limited incomes and will be from communities of color. We improve coordination by partnering with eastside transportation providers, such as Hopelink, Northshore Senior Center and Snoqualmie Valley Transportation. We have strong relationships with the cities of Bellevue, Kirkland and Redmond and the senior centers within these three cities and community based organizations serving people of color, such as CISC, SeaMar, Jewish Family Services and Indian American Community Services. 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 customize 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. Efficiency is measured by looking at the cost per trip, driver productivity and how well we are managing no shows and late cancels.

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 can provide access to intercity bus, light rail and park & rides that connect riders to destinations outside our service areas. However, most of our riders need door to door service. In providing this service we connect them to health care services, help them access healthy food and senior/community centers that offer fitness, food and social service programs. 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. Sound Generations is an active member of the King County Mobility Coalition and PSRC's Special Needs Transportation Committee.

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

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***Expenses***

<b>Expenses</b>	<b>If Other, Please List</b>	<b>July 1, 2021 -</b>						
		<b>**July 1, 2021 -</b>	<b>**July 1, 2022 -</b>	<b>June 30, 2023</b>	<b>July 1, 2023 -</b>	<b>Variance</b>	<b>**July 1, 2025 -</b>	<b>Variance</b>
		<b>June 30, 2022</b>	<b>June 30, 2023</b>	<b>(Total of Actual</b>	<b>June 30, 2025</b>	<b>Between</b>	<b>June 30, 2027</b>	<b>Between</b>
		<b>(Actual)</b>	<b>(Budgeted)</b>	<b>and Budgeted)</b>	<b>(Projected)</b>	<b>Biennia</b>	<b>(Projected)</b>	<b>Biennia</b>
Labor & Benefits		\$0.00	\$0.00	\$0.00	\$898,509.00	0.00%	\$0.00	-100.00%
Contracted Services - Other		\$0.00	\$0.00	\$0.00	\$2,590.00	0.00%	\$0.00	-100.00%
Other	Telephone	\$0.00	\$0.00	\$0.00	\$14,000.00	0.00%	\$0.00	-100.00%
Other	Travel	\$0.00	\$0.00	\$0.00	\$2,557.00	0.00%	\$0.00	-100.00%
Other	Print, Dues & Marketing	\$0.00	\$0.00	\$0.00	\$1,502.00	0.00%	\$0.00	-100.00%
Other	Administration Shared Costs	\$0.00	\$0.00	\$0.00	\$118,571.00	0.00%	\$0.00	-100.00%
Other	Inkind Buses, Maintenance and fuel	\$0.00	\$0.00	\$0.00	\$188,416.00	0.00%	\$0.00	-100.00%
		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,226,145.00</b>		<b>\$0.00</b>	

***Revenue and/or Match***



Revenue and/or Match Sources	If Other, Please List	**July 1, 2021 - June 30, 2022 (Actual)	**July 1, 2022 - June 30, 2023 (Budgeted)	July 1, 2021 - June 30, 2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	**July 1, 2025 - June 30, 2027 (Projected)
Local: In-kind		\$0.00	\$0.00	\$0.00	\$188,416.00	\$0.00
Federal: FTA via WSDOT		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
State: Area Agency Aging		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Local: Other	King County Metro	\$0.00	\$0.00	\$0.00	\$449,713.00	\$0.00
Local: Contract revenue		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Local: Other	Client Donations	\$0.00	\$0.00	\$0.00	\$10,416.00	\$0.00
		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$648,545.00</b>	<b>\$0.00</b>

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

**Requested Amount:** \$577,600.00

**Revenue / Match Amount:** \$648,545.00

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

**Requested Amount:** \$0.00

**Revenue / Match:** \$0.00

***Variances***

**Variance between 2021-2023 and 2023-2025:** 0.00%

**Variance between 2023-2025 and 2025-2027:** -100.00%

***Variances:***

Not applicable

***Other Sources***

**Other Sources\*:**

Rider behavior changes driven by the pandemic resulted in underutilization of Metro cash and in-kind resources with the existing project. We informed Metro that it didn't make sense for them to provide additional resources until we could fully utilize what we had already received. This combined with Metro's budget constraints is the reason why we are requesting funding from the Consolidated Grant Process for this expansion. We are confident that reassigning Metro's resources will not shortchange our existing project. For example, we are no longer operating nutrition group transportation routes. These routes were all shut down during the pandemic and interest in bringing them back is much lower. Instead of 13 routes we will be operating 5 at the most. Also, we are no longer providing group transportation to King County Housing Authority residents due to low ridership, and this freed up driver and bus resources as well. We expect to receive client donations and we based our estimate on our current program. Aging and Disability Services is not running an RFP until after we submit this application, and this is the only way we can request additional funding. That said, the pool of funding available from ADS has not grown over the years. King County Veterans Seniors and Human Service Levy has not focused on transportation with their investments. They let Metro take the lead on transportation investments for the county.

**Comments**

**Comments\*:**

The expansion will be able to leverage the staffing and infrastructure that is already in place with the existing service. For example, we are already insured for 48 vehicles, so we don't have additional insurance costs. Our depreciation costs are already accounted for in the existing budget, so they are not reflected here. Our occupancy costs will not change as a result of adding 7 routes. We won't be hiring a second director, manager or road supervisor for the expansion. Our only variable or additional costs are personnel: 7 additional drivers and 1 call center staff person, telephone, printing to let the community know about the expansion, background checks and more translation services and administrative overhead. In determining how much to budget, we started with our actual costs and assumed some cost increases for driver pay. Our approved indirect rate is 12.9%.

**DBE Goals**

DBE Goals		Percentage Efforts	No DBE
Yes	1.00%	We will research vendors who are certified DBEs that can help us with our translation, body work and training needs around diversity, equity and inclusion.	

**Summary**

July 1, 2023 - June 30, 2025

Expense Total:	\$1,226,145.00
Revenue Total:	\$648,545.00

Requested Amount

This is the amount of grant funds your organization is requesting from July 1, 2023 - June 30, 2025.

:

\$577,600.00

Expense Total minus Revenue Total

Percentage of Match:

52.89%

July 1, 2025 - June 30, 2027

Expense Total:

\$0.00

Revenue Total:

\$0.00

Requested Amount

This is the amount of grant funds your organization is requesting from July 1, 2025 - June 30, 2027.

:

\$0.00

Expense Total minus Revenue Total.

Percentage of Match:

0.00%

Service Level

Project Service Level Information

Project Specific Information	July 1, 2021 - June 30, 2022 (Actual)	July 1, 2022 - June 30, 2023 (Budgeted)	July 1, 2021 - June 30, 2023 (Total of Actual and Budgeted)	July 1, 2023 - June 30, 2025 (Projected)	Percent of Change	July 1, 2025 - June 30, 2027 (Projected)	Percent of Change
Revenue Vehicle Hours	0	0	0	22322	0.00%	0	-100.00%
Revenue Vehicle Miles	0	0	0	185946	0.00%	0	-100.00%
Passenger trips should be entered as whole numbers only.							
Passenger Trips	0	0	0	21672	0.00%	0	-100.00%
Volunteer Hours	0	0	0	0	0.00%	0	0.00%
					.00%		-300.00%

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?\***

No actual data was available since this is an expansion, so we used our existing service numbers and arrived at the average number of trips per bus per year. We multiplied this number by seven buses which is what we estimate will adequately serve the Eastside cities. The number of buses needed was arrived at my consulting with Metro and relying our own experience of what it takes to service the cities of this size. If there is more demand and we have excess capacity in other sections of the service area, we have flexibility to shift resources where the demand is greatest. After we came up with an estimated number of trips we applied it to the average miles per trip and the average service hours as well. Again, we used our existing service to arrive at both average miles and average revenue hours per trip. We chose not to use the size of the cities or population density because there isn't necessarily a direct relationship between these numbers and the number of trips, miles and revenue hours.

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*

	Date (mm/yy)
OPERATING ACTIVITIES	
Service Start	07/23
Service Complete	06/25

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 our 2021 audit	Sound Generations 2020 Audit 2.pdf	pdf	492 KB	09/30/2022 10:00 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 Shuttle - Eastside Service Map	Hyde Shuttle - Eastside Map.pdf	pdf	753 KB	10/20/2022 11:30 AM
Population density map	✓	Hyde Shuttle - Eastside Population Density	Hyde Shuttle - Eastside Population Density1.pdf	pdf	817 KB	10/20/2022 11:30 AM
Letters committing matching funds		King County Metro Match Letter	22 SG WSDOT Support_.pdf	pdf	222 KB	10/20/2022 11:31 AM
In-kind match valuation proposal (only operating and mobility management projects may use in-kind contributions as matching funds)		Metro Match Valuation	23-25 Sound Generations MATCH Valuation.docx	docx	22 KB	10/21/2022 02:58 PM
Letters of support (combine into one file attachment)		Letters of Support	Letters of Support for Eastside Hyde Expansion.pdf	pdf	322 KB	10/04/2022 03:51 PM
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:**

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. The need for door to door demand response service was identified through a series of focus groups held this past year with older adults from the following communities: Russian, Latinx, Indian and Chinese. Our eastside expansion will provide door to door demand respond service to riders who are not able to use Access in three communities which do not have this service. 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 away 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:

**Certification\*:**

Yes

**Application Authority\*:**

Joanne    Donohue

First Name Last Name

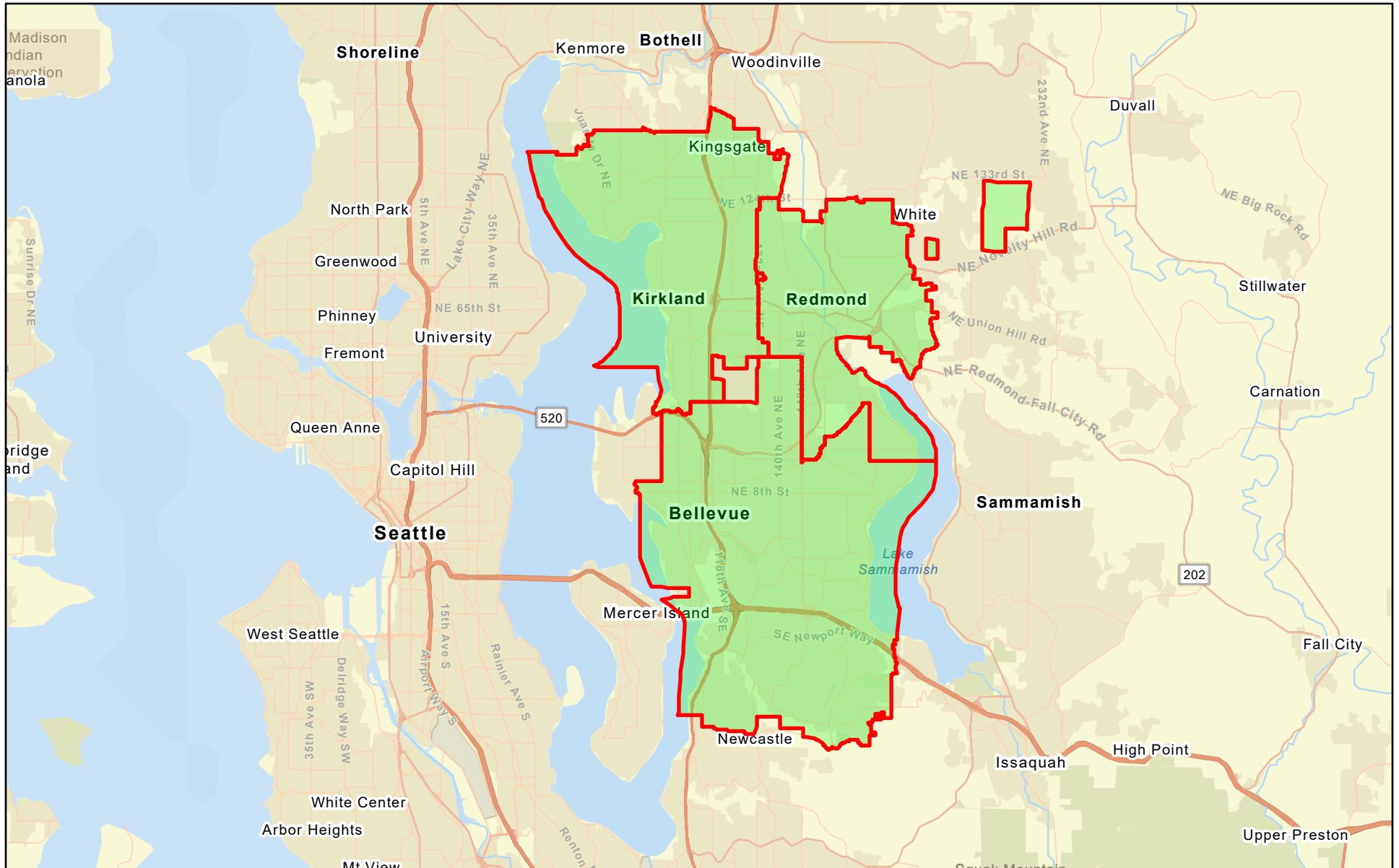
**Title\*:**

Chief Operating Officer

**Date\*:**

10/21/2022

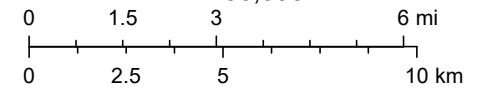
# Hyde Shuttle - Eastside



10/19/2022

Redmond  Kirkland  Bellevue

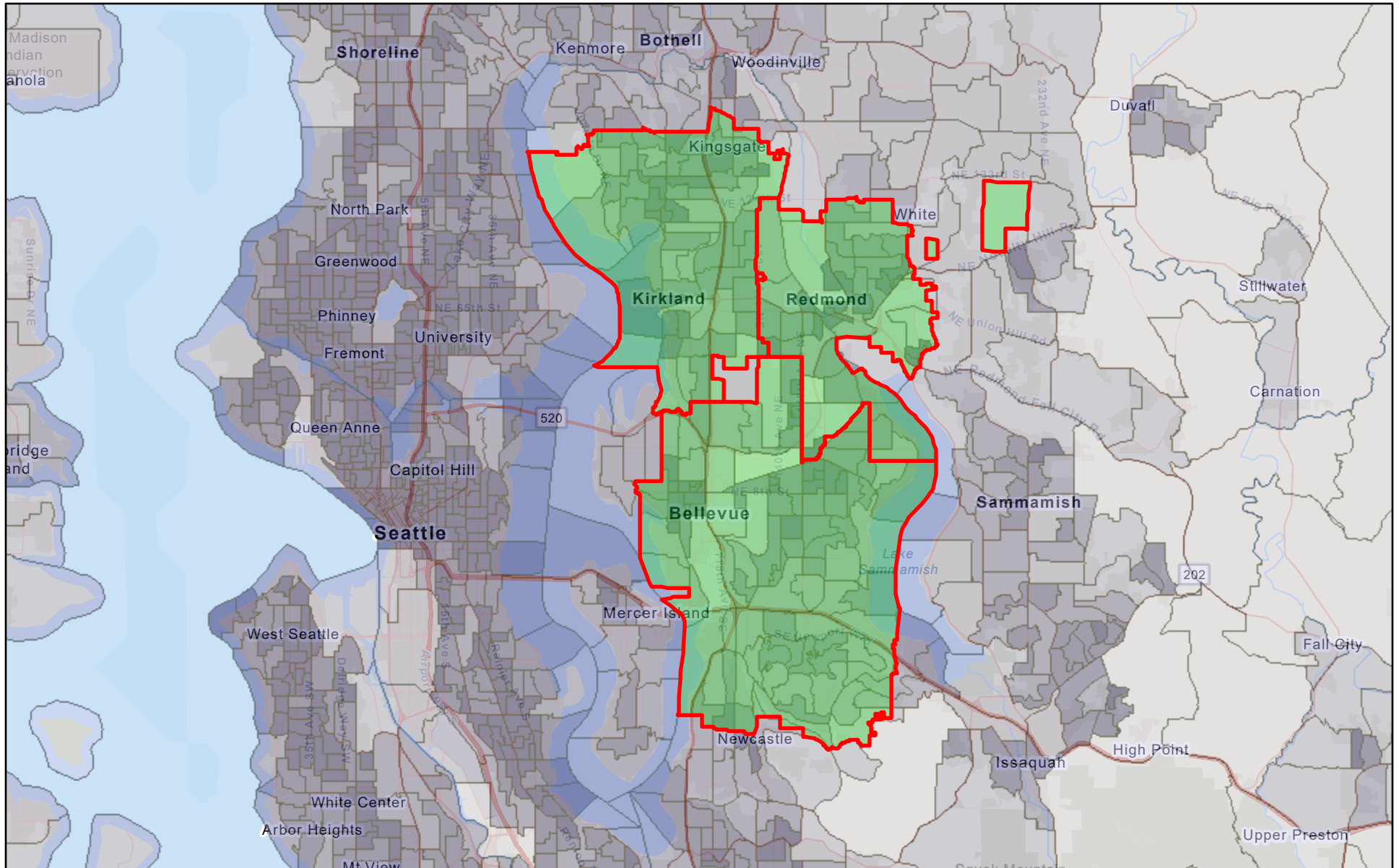
1:288,895



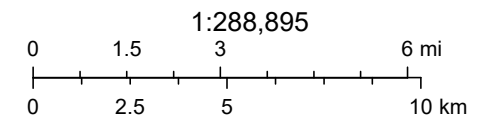
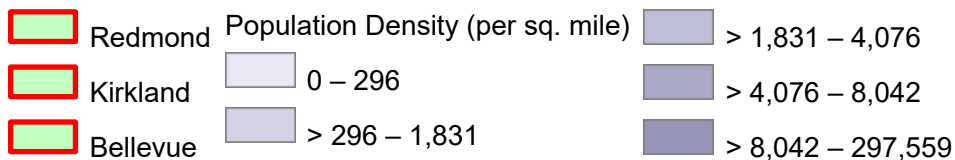
City of Bellevue, WA, King County, WA State Parks GIS, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS,



# Hyde Shuttle - Eastside Population Density



10/19/2022



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



*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

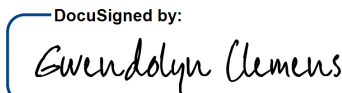
Dear Jim Wigfall:

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:  
  
FEC811FECDD334B7...  
Gwendolyn Clemens  
Managing Director  
Contracted 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



JEWISH FAMILY SERVICE

September 30, 2022

jfsseattle.org

Rabbi Will Berkovitz  
Chief Executive Officer  
Board of Directors  
Karyn Barer  
President  
Eric LeVine  
President-Elect  
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Treasurer & Vice President  
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Rochelle K. Goffe  
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Wendy Kaplan  
Rivy Poupko Kletenik  
Lauren Lavoie  
Neal Mulnick  
Benj Pollock  
Leslie Rosen  
Jessica Shapiro  
Donald Shifrin  
Arthur Shwab  
Ray Silverstein  
Lynne Herer Smith  
Cindy Strauss\*  
Larry Wissov

\* At-Large Executive  
Committee Members

Phirun Lach  
Sound Generations  
2208 2nd Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support for Sound Generation's Consolidated grant application to expand Hyde Shuttle Service to three eastside cities, including Bellevue, Redmond and Kirkland. The model would utilize a demand response approach and focus on older adults and people with disabilities. The expansion funding combined with Metro in kind and cash match would make it possible to serve special needs populations who are unable to use regular bus service and are not eligible or able to afford Access fares. There is currently no service of this kind available to people older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability. This data suggests there is plenty of need in Bellevue, Kirkland and Redmond for the Hyde Shuttle Service.

My organization will help connect Sound Generations to the Russian speaking community on the Eastside. We already have a running start on the outreach from a planning grant that Sound Generations received from the National Center for Mobility Management. Sound Generations organized four focus groups to get feedback and one of them was with the Russian speaking community. This Fall, the same funder will provide time limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities in our community. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations will be able to continue serving the Russian speaking community served by Jewish Family Service and assist others who need specialized transportation.

Sincerely,

Adam Halpern  
Director, Older Adult Services

Capitol Hill Campus  
1601 16th Avenue  
Seattle, WA 98122-4000  
(206) 461-3240  
FAX: (206) 461-3696  
TTY: (206) 861-3197

South King County Office  
841 N. Central Avenue  
Suite C-220  
Kent, WA 98032-2014  
(253) 850-4065



BRIDGING CULTURES  
COMMUNITIES & GENERATIONS

611 S Lane St  
Seattle WA 98104

T 206.624.5633  
F 206.624.5634  
cisc-seattle.org

August 30, 2022

Phirun Lach  
Sound Generations  
2208 2<sup>nd</sup> Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support for Sound Generation's Consolidated grant application to expand Hyde Shuttle Service to three eastside cities, including Bellevue, Redmond and Kirkland. The model would utilize a demand response approach and focus on older adults and people with disabilities. The expansion funding combined with Metro in kind and cash match would make it possible to serve special needs populations who are unable to use regular bus service and are not eligible or able to afford Access fares. There is currently no service of this kind available to people older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability. This data suggests there is plenty of need in Bellevue, Kirkland and Redmond for the Hyde Shuttle Service.

My organization will help connect Sound Generations to the Chinese speaking community on the Eastside. We already have a running start on the outreach from a planning grant that Sound Generations received from the National Center for Mobility Management. Sound Generations organized four focus groups to get feedback and one of them was with the Chinese community. This Fall, the same funder will provide time limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities in our community. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations will be able to continue serving the Asian communities served by CISC and assist others who need specialized transportation.

Sincerely,

Michael Itti  
Executive Director



August 29, 2022

Phirun Lach  
Sound Generations  
2208 2<sup>nd</sup> Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support for Sound Generation's Consolidated grant application to expand Hyde Shuttle Service to three eastside cities, including Bellevue, Redmond and Kirkland. The model would utilize a demand response approach and focus on older adults and people with disabilities. The expansion funding combined with Metro in kind and cash match would make it possible to serve special needs populations who are unable to use regular bus service and are not eligible or able to afford Access fares. There is currently no service of this kind available to people older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability. This data suggests there is plenty of need in Bellevue, Kirkland and Redmond for the Hyde Shuttle Service.

My organization will help connect Sound Generations to the Indian community on the Eastside. We already have a running start on the outreach from a planning grant that Sound Generations received from the National Center for Mobility Management. Sound Generations organized four focus groups to get feedback and one of them was with the Indian community. This Fall, the same funder will provide time limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities in our community. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations will be able to continue serving the Indian community served by the Indian American Community Services organization and assist others who need specialized transportation.

Sincerely,

Lalita Uppala



City of Bellevue

Parks & Community Services

September 30, 2022

Phirun Lach  
Sound Generations  
2208 2<sup>nd</sup> Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support for Sound Generation's Consolidated grant application to expand Hyde Shuttle Service to three eastside cities, including Bellevue, Redmond, and Kirkland. The model would utilize a demand response approach and focus on older adults and people with disabilities. The expansion funding combined with Metro in kind and cash match would make it possible to serve special needs populations who are unable to use regular bus service and are not eligible or able to afford Access fares. There is currently no service of this kind available to older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability. This data suggests there is plenty of need in Bellevue, Kirkland, and Redmond for the Hyde Shuttle Service.

We already have a running start on the outreach from a planning grant that Sound Generations received from the National Center for Mobility Management. Our city worked with Sound Generations to organize four focus groups to get feedback from the following communities: Russian, Chinese, Indian and Latinx. This fall, the same funder will provide time-limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities in our community. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations will be able to not only continue the pilot reaching BIPOC communities on the eastside but be able to reach the full diversity of older adults and people with disabilities residing in Bellevue, Kirkland, and Redmond.

Sincerely,

Leslie R. Miller  
Human Services Manager

September 27, 2022



Phirun Lach  
Sound Generations  
2208 2<sup>nd</sup> Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support on behalf of the Human Services Division at the City of Kirkland for Sound Generation's Consolidated Grant application to expand Hyde Shuttle Service to three Eastside cities, including Bellevue, Redmond, and Kirkland. The model would utilize a demand response approach and focus on older adults and people living with disabilities. The expansion funding combined with Metro in kind and cash match allows Sound Generations to serve special needs populations who are unable to use regular bus service, or not eligible or able to afford Access fares. There is currently no service of this kind available to older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability, indicating a general need for the Hyde Shuttle Service in Bellevue, Kirkland, and Redmond.

Sound Generations has started outreach from a planning grant received from the National Center for Mobility Management. Earlier this year, City staff supported Sound Generations' work through participation in the planning of four focus groups to get feedback from the following communities: Russian, Chinese, Indian and Latinx. This fall, the same funder will provide time limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities living in Bellevue, Kirkland, and Redmond. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations can continue their pilot of engagement with priority populations, including Black, Indigenous, and People of Color (BIPOC) communities on the Eastside, while expanding engagement to include older adults and people living with disabilities residing in Bellevue, Kirkland, and Redmond. Please contact me at (425) 587-3325 or [jboone@kirklandwa.gov](mailto:jboone@kirklandwa.gov) if you have additional questions.

Sincerely,

*Jen Boone*  
Jen Boone

Human Services Manager





Connected Community  
Enhanced Usability  
Environmental Sustainability

September 20, 2022

Phirun Lach  
Sound Generations  
2208 2<sup>nd</sup> Ave, Suite 100  
Seattle, WA 98121

Dear Mr. Lach:

I am writing a letter of support for Sound Generation's Consolidated grant application to expand Hyde Shuttle Service to three eastside cities, including Bellevue, Redmond and Kirkland. The model would utilize a demand response approach and focus on older adults and people with disabilities. The expansion funding combined with Metro in kind and cash match would make it possible to serve special needs populations who are unable to use regular bus service and are not eligible or able to afford Access fares. There is currently no service of this kind available to older adults and people with disabilities living on the Eastside. There are 46,609 older adults living in the three cities and 18,892 households that include someone who has a disability. This data suggests there is plenty of need in Bellevue, Kirkland and Redmond for the Hyde Shuttle Service.

We already have a running start on the outreach from a planning grant that Sound Generations received from the National Center for Mobility Management. Our city worked with Sound Generations to organize four focus groups to get feedback from the following communities: Russian, Chinese, Indian and Latinx. This fall, the same funder will provide time-limited funds for one shuttle to pilot a demand response model for older adults and people with disabilities in our community. The pilot will both demonstrate the need for the service and help Sound Generations operationalize the service on the Eastside.

With ongoing funding from the Consolidated Grant Program, Sound Generations will be able to not only continue the pilot reaching BIPOC communities on the eastside but be able to reach the full diversity of older adults and people with disabilities residing in Bellevue, Kirkland and Redmond.

Sincerely,

Carol Helland  
Planning Director

**City Hall**

15670 NE 85th Street  
PO Box 97010  
Redmond, WA  
98073-9710