

2023-2025 WSDOT Consolidated Grant Regional Priority Ranking for PSRC Region: Project Sponsor Follow-Up Questions

Sponsor: Mt. Si Senior Center

Project Title: Snoqualmie Valley Transportation - Sustain

Question #1: Please provide additional details regarding your plan to serve people with limited English proficiency.

Answer #1: For riders who do not speak English, we provide assistance through the use of Language Line. All in-office staff are trained to use this service for riders who speak any other language. Our new website (to be launched in December '22 or January '23) has a translation button. We also are in the process of adding more Spanish translations to our current timetables and brochures. The lower valley cities, especially, have more Spanish Speaking riders. The population of the valley is changing, and we are seeing more individuals from Indian living in the area. They speak Hindi, Tamil or Urdu and the website will help them. We also do travel trainings with interpreters for them.

Question #2: What percentage of people you currently serve have limited English proficiency?

Answer #2: Less than 3% of the riders speak a language other than English.
