

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

Sponsor: Sound Generations

Project Title: Hyde Shuttle Existing

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

Answer #1: The service uses the language line to assist customers with limited English proficiency so they can ask questions or schedule trips. Hyde will also restart nutrition routes serving Korean and Spanish populations. We will update the Hyde website so that users can translate into any language. We are also planning to launch an app in 2023 that will allow people to schedule rides on their smartphone or laptop. Hyde also works with the King County Mobility Coalition to promote the Hyde shuttle program (as well as all other community and public mobility options for people with special transportation needs) by partnering with Hopelink on the One-Call One-Click trip planner that will debut in 2023. The trip planner is targeted to people with special transportation needs and will include multiple language options to meet the needs of our diverse community.

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

Answer #2: The shuttle service does not track language-line customers calls based on the service area provided or for trips called in by caregivers who scheduled trips in English for customers with limited English proficiency, so we do not have the percentage of LEP customers served. The language line was used 105 times in 2021 to assist LEP riders. We are implementing new procedures to better collect the LEP rider data, which will help to identify demographic groups more easily. We have also had continuous discussions with our software provider (CTS Trip Master) on implementing additional fields, to include limited English proficiency in rider profiles.
