

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

**Sponsor: Sound Generations**

**Project Title: Hyde Shuttle - Eastside**

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**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. We are currently piloting the program on the Eastside, focused specifically on providing service to 4 limited English groups. 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.

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