

27779 - Mt. Si Senior Center - Sustain SVT Operations M-F

Application Details

Funding Opportunity:	27548-2025-2027 Consolidated Grant Program - Operating
Funding Opportunity Due Date:	Sep 17, 2024 3:01 PM
Program Area:	Consolidated Grant Program
Status:	Submitted
Stage:	Final Application
Initial Submit Date:	Sep 13, 2024 3:41 PM
Initially Submitted By:	Amy Biggs
Last Submit Date:	
Last Submitted By:	

Contact Information

Primary Contact Information

Name:	Salutation Amy C Biggs
	First Name Middle Name Last Name
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	North Bend Washington 98045-0806
	City State/Province Postal Code/Zip
Phone*:	(425) 888-7001 Ext.
	Phone
	###-###-####
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	###-###-####

Organization Information

Legal Name*:	Mt. Si Senior Center
DBA Name*:	Snoqualmie Valley Transportation
Organization Type*:	Non Profit
Unique Entity Identifier (UEI):	GDG3YC95NHHK6
Organization Website:	http://www.svtbus.org
	(Please enter http://... for this field)
Physical Address*:	1308 Boalch Ave NW
	North Bend Washington 98045-0806
	City State/Province Postal Code/Zip
Mailing Address*:	PO Box 806

Remit to Address*: North Bend Washington 98045-0806
City State/Province Postal Code/Zip
PO Box 806

Phone*: North Bend Washington 98045-8086
City State/Province Postal Code/Zip
(425) 888-7001 Ext. ###-###-####

Fax: (425) 292-9977
###-###-####

Fiscal Year End Last day of*: June

Indirect Cost Rate: 0.00%

IDR Expiration Date:

Organization Contact Information

Organization Contact Information

Organization Director

Name*: Amy Biggs
First Name Last Name
Director, Snoqualmie Valley Transportation abiggs@svtbus.org
Title Email Address

Applicant Contact

Name*: Amy Biggs
First Name Last Name
Director, Snoqualmie Valley Transportation abiggs@svtbus.org
Title Email Address

Project Contact

Name: Amy Biggs
First Name Last Name
Director, Snoqualmie Valley Transportation abiggs@svtbus.org
Title Email Address

Summary of Project Information

Summary of Project Information

NOTE:

OPERATING - General operating assistance: Select this option if your organization is a transit agency and you are submitting an application for 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 Grant Guidebook](#) for service-type definitions.

Service Type*: Demand-response

Need for Service*: Sustain existing service

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements such as federal drug and alcohol testing procedures or Title VI activities and disadvantaged business enterprise (DBE). For an example of last biennium's federal requirements see the [Consolidated Grant 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 (include entire project area).

[Congressional & Legislative District map](#)

Congressional District(s)*: 1,8
Legislative District(s)*: 05,12,45
County(ies)*: King,Snohomish

Scope of Work

Scope of Work

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

Project Description

Provide a brief, high-level description of what your project proposes to do (address who, what, when, and where).

This may be used to describe your project to the Legislature.

Proposed scope/description of the work*:

Sustain ADA accessible demand response services and deviated route services to specialized transportation populations and the general public in incorporated and unincorporated rural areas including North Bend, Snoqualmie, Fall City, Preston, Carnation, Duvall (King County) and Monroe (Snohomish County).

Project Need

Why is this project needed, and how does this proposal address the need?

Include a description of the transportation problem that matches the need expressed in the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), how the problem was identified, and how the proposed project will address the problem.

Need*:

Please sustain existing services provided by Snoqualmie Valley Transportation (SVT), a program that has been operating since 2003 and funded by WSDOT since 2006. SVT is a division of Mt. Si Senior Center, a nonprofit organization operating since 1979, in North Bend. SVT provides ADA door-to-door, and deviated route services for rural, transit-dependent individuals throughout the Snoqualmie Valley. We continue to identify issues in this area through our partnerships (see Coordination Efforts below). SVT provides the only mobility service for seniors, individuals with disabilities, youth and low-income riders in the area, and operates beyond the 3/4-mile limit for paratransit. Anyone age 10 or older may ride unaccompanied. Buses all have wheelchair lifts as well as bike racks. At \$1 per ride, SVT is affordable, reliable, safe, accessible, and provides rider training. Monday through Friday, SVT gets people to jobs, hospitals, stores, parks and recreation, food banks, dialysis centers and connects them to the regional transit carriers. We make mobility possible, in an area with many challenges, through the services we offer. Our riders are rural residents. The identified problem is that our entire area is rural. While the State and the RTPO recognize this, getting the transit agencies, who measure efficacy based on criteria that only benefit densely populated urban areas, remains our biggest challenge. King County Metro is gaining more understanding through the SVT project.

Area Served

Is this project primarily serving a rural area?* Yes
Any service that supports public transportation in rural areas with populations less than 50,000.

Special Needs Transportation

To be eligible for funding for special needs transportation, applicants must address how their project advances the efficiency in, accessibility to, or coordination of transportation services provided to persons with special transportation needs, defined in [RCW 81.66.010\(3\)](#)

Advance efficiencies in, accessibility to, or coordination of special needs transportation *: Yes

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

Special Needs Transportation:

Coordination of transportation in rural areas is challenging since there are very few other services to coordinate with. However, we are deeply embedded in the area and create program that serve everyone we can get to. Being a rural area, we are an under-served community but we know

our riders well. 90% of our riders are either seniors, individuals with disabilities, and/or people living on very low incomes, including at-risk youth. All vehicles are lift-equipped, and all drivers are trained in CPR, blood-borne pathogens, wheelchair restraint, customer service, verbal de-escalation and passenger assistance. SVT operates in a rural area and our riders, unless they have a car and can drive, have no other options to lead independent lives and reach their destinations. The SVT Service area is 230+ square miles that covers 4 small cities and 2 small towns; 4,023 people are living at/below the Federal Poverty Level, and there are 6,582 individuals living with disabilities (source: Policy Map). Residents are spending 25%+ of their household income on transportation and as of 9/21 (source HUD), 40% of all renters in the area are extremely cost-burdened due to the lack of transit options. SVT operates farther than is required by ADA paratransit (3/4 mile of fixed route service) and, since most people in the Valley live more than a mile from that service, there is no other way for them to get around.

Project Staff

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

Project Staff:

Mt. Si Senior Center has successfully managed grants since 2003 and is in good standing with WSDOT. The President of the Board of Directors for Mt. Si Senior Center is Mary Barrett who understands grant management, RFP cycles as well as non-profit fundraising. Susan Kingsbury-Comeau is the Executive Director of the Mt. Si Senior Center and has a thorough understanding of grant compliance and nonprofit record keeping. The chair of the Finance Committee is Ken Hearing, 20-year mayor of North Bend, who is familiar with grant requirements, Amy Biggs is the SVT grant writer, grant manager and director, who has managed the grant for SVT since 2013. SVT financial records are excellent and easy to access, and invoicing is on time. The direct staff for this project consists of: Director, Operations Manager, one Driver Supervisor, one Dispatch Supervisor for routing and maintenance, two dispatchers, two call takers/service navigators and 18 drivers (which includes two relief drivers). With this grant we are including the expenses for necessary additions to the staff which include a deputy director (compliance for TAMS plans, NTD reporting, D & A compliance, Title VI, Certs & Assurances, ADA, etc.), an HR specialist (payroll, benefits, hiring compliance, 401k, ERISA), a Finance Manager (budgets, cost containment, audits, finance committee, investments, forecasting), while .5 of current director costs will go on a Mobility Management grant (Snoqualmie Tribe/WSDOT).

Relationship to Other Projects

Relationship to Other Projects

Is this project dependent on any other projects submitted by your organization?*: No

Did you, or will you, apply for this project in another grant program this biennium?*: No

Have you applied for the same project in a prior biennium and did not receive funding?*: No

Are you applying for other projects within this funding opportunity?*: Yes

List all project applications for this funding opportunity in order of priority :

Mt. Si Senior Center - SVT - Sustain Weekend Services

Mt. Si Senior Center - SVT - Capital Bus Purchase

Planning and Coordination

Coordinated Public Transit - Human Services Transportation Plan

Coordinated Public Transit - Human Services Transportation Plan	Element	Page number(s) or TBD	How is the need in the CPT-HSTP met by this project?
Puget Sound Regional Council	Regional Priorities for implementation	TBD	SVT is a member of the PSRC Special Needs Transportation Committee. We address these prioritized strategies: 1.2: Improve reliability for people with special needs, 2.2: Develop partnerships for rural areas, 2.2: Develop partnerships to support appropriate flexible services in areas not well served by regular transit, 3.2: Coordinate on One-Call/One-Click, and several others including 4.1, 5.1 and 7.1.

Project Coordination

Describe coordination efforts. 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.
- Demonstrations of local/regional coordination for implementing the proposed project.

Coordination Efforts*:

We serve as the rural chair on the King County Mobility Coalition (KCMC) and are a founder and member, since 2018, of the Snoqualmie Valley Mobility Coalition, as a subgroup of the KCMC. We are on the advisory board of the Hopelink One-Call/One-Click project, and were an integral partner with Snoqualmie Valley cities in creating a 5-year inclusive transit plan. We are also regularly involved with the local Chambers of Commerce, the human services coalitions, Snoqualmie Valley Local Advocacy Team (to help the human services), three school districts, and two counties as part of coordinating transportation and addressing community needs. We help other rural transportation carriers to develop their own programs while also being a regular member of 2 SNOTRAC Mobility Coalitions. We are involved with National Center for Mobility Management, Community Transportation of the Northwest as well as being engaged in and utilizing the programs provided by Rural Transit Assistance Program (RTAP). See Letters of Support.

Planning for rural areas and getting problems solved first necessitated that PSRC was aware of the rural issue. That has been accomplished and PSRC's Vision 2050 reflects the need for more service to rural areas. Working with King County Metro requires that the County acknowledges the rural issue and we plan to have representation at the next Metro Service Guidelines task force as well as having the five year plan for Snoqualmie Valley available for them to see and understand the issues we face. Additionally, we are working to get the City Comprehensive Plans to include transit while also developing a presentation with the city managers that they can bring to the next Metro Strategic Planning session to illustrate the need for more transit in our areas.

By checking this box, you acknowledge Yes
that you coordinated or will coordinate this
project with the planning organization(s)
within the region(s) this project serves.*:

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)?

Include in your response how the multimodal partnerships for this project will improve or enhance access to social services.

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

Multimodal Partnerships*:

There are few other carriers in this area but we work with them all. SVT operates farther than is required by ADA paratransit (3/4 mile of fixed route service). Most people in the Valley live more than a mile from every other service. Their mobility is in our hands and we take that very seriously so we work with every available source of transportation in the area: The Sound Gen Hyde Shuttle (Lower Valley only), is in Carnation but it has limited scope so we work with them to get the people they cannot handle. SVT brings people to Bell Air Charter (going to SeaTac Airport), and takes them to the Metro routes, fare-free, all while being accessible and with bike racks for the hikers and bikers who come into the area. There are no taxis here and the King County Metro ACCESS service is rarely out here (SVT does it) and only gets people who are within 3/4 mile of their fixed route services. SVT operates the Metro fixed route within this area (not on this grant application). SVT is all that our special needs rural riders have, and we are an excellent service with 99.996% on-time average with a half-hour pickup window. We provide the most efficient way for people to get around, avoiding duplication of services and supporting those vulnerable populations. We develop advancements by working with the cities, residents, and elected officials in our area. We're the only organization doing this full time. Also none of our cities have transit planners so we act in that capacity as well.

Does this project have a planning or No
operating service area that crosses RTP
planning boundaries? *:

Budget

Duration of Project

Planning projects can only choose *Two Years*.

Duration of Project*: Two Years

Expenses

Expenses	If Other, Please List	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	Variance Between Biennia	** July 1, 2027 - June 30, 2029 (Projected)	Variance Between Biennia
Labor & Benefits		\$1,062,981.00	\$1,266,203.00	\$2,329,184.00	\$3,641,883.29	56.36%	\$0.00	-100.00%
Fuel & Lubricants		\$86,271.00	\$134,118.00	\$220,389.00	\$172,617.67	-21.68%	\$0.00	-100.00%
Maintenance Parts & Supplies		\$31,770.00	\$36,000.00	\$67,770.00	\$91,629.40	35.21%	\$0.00	-100.00%
Overhead		\$138,757.00	\$123,553.00	\$262,310.00	\$526,898.70	100.87%	\$0.00	-100.00%
Other	in-kind	\$132,800.00	\$132,800.00	\$265,600.00	\$288,000.00	8.43%	\$0.00	-100.00%
		\$1,452,579.00	\$1,692,674.00	\$3,145,253.00	\$4,721,029.06		\$0.00	

Sources of Match

Match Source	If Other, Please List	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	** July 1, 2027 - June 30, 2029 (Projected)
Local: Contract Revenue		\$668,078.00	\$730,435.00	\$1,398,513.00	\$2,300,000.00	\$0.00
Local: In-Kind		\$132,800.00	\$132,800.00	\$265,600.00	\$288,000.00	\$0.00
		\$800,878.00	\$863,235.00	\$1,664,113.00	\$2,588,000.00	\$0.00

Fares and Ride Donations

	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025, (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	** July 1, 2027 - June 30, 2029 (Projected)
Fares and ride donations	\$12,664.00	\$10,000.00	\$22,664.00	\$22,664.00	\$0.00

Summary for July 1, 2025 - June 30, 2027

25-27 Requested Amount: \$2,110,365.06

25-27 Match Amount: \$2,588,000.00

Summary for July 1, 2027 - June 30, 2029

27-29 Requested Amount: \$0.00

27-29 Match Amount: \$0.00

Variances

Variance between 2023-2025 and 2025-2027: 50.10%

Variance between 2025-2027 and 2027-2029: -100.00%

Variances:

We are making this request for two years only. We've found that labor costs, fuel, medical insurance and vehicle insurance has risen at a rate that could not have previously been foreseen and don't want to try to forecast for four years. The reason for the increase between the 23-25 and the 25-27 biennium is described in Budget Methodology below. Total includes three new staff/administrative positions, sharp increase in fuel, labor and insurance while losing funding from a previous match source.

Other Sources

Other Sources*:

We work closely with King County Metro Transit for whom we perform contracted services. We have contracted with Metro's Community Access Transportation program since 2003. Each year, they help to fund us more and that is the source of the Matching funds we have. They also understand that, in this rural area, it is much less expensive for us to do the service and than to work with anyone outside the area due to the remoteness and sparse population base. Our in-kind is a combination of loaner buses from the Metro CAT program and the in-kind labor costs for marketing and planning donated by the Cities of North Bend and Snoqualmie.

Budget development methodology

Budget development methodology *:

This budget represents a step forward in the scope of the SVT ability to operate. Previous biennium budget included local matching funds that originated as FTA pass-through funding (later it was WSDOT funding) from the Snoqualmie Indian Tribe who have been our supporters since 2006. On this cycle, The Tribe's support for this project is taking a different form and they will be paying SVT to hire additional staff to do Title VI outreach, marketing, and travel training on a WSDOT Tribal Transit grant. This is badly needed in this very large, diverse area. That does, however, remove approximately \$23,000 per month from supporting SVT operations while enhancing the outreach capabilities of SVT at the same time.

This budget also reflects increased costs of driver labor and the almost 45% increase in the costs of vehicle insurance (despite having no accidents in the last two years).

Most importantly, this budget will give us the opportunity to do our jobs in a comprehensive and compliant way. We have included the cost of three new staff members on this grant request: Deputy Director/compliance (ADA, Title VI compliance, TAMS plans, NTD reporting, Drug & Alcohol, and grant reporting), a Finance Manager for SVT (long range financial forecasting, financial reporting, financial planning, budgeting, working with finance committee, and audits), and an HR generalist (payroll, benefits, 401k, ERISA, FMLA, leave, orientation, and recruiting).

We realize that all these items are needed for the continued success of SVT. The Snoqualmie Tribe recognizes it and is willing to fully fund three of the six positions we need in order to better serve the community. We humbly ask WSDOT to also see the benefit in this. With these new positions, we will be set for future stability and in good shape to continue to help our community for the next ten years without having to augment in-house staff.

DBE Goals

DBE Goals	Percentage	Efforts	No DBE
No	0.00%	We do not expect to have any DBE projects in this cycle however we maintain a DBE plan and will utilize it if the need arises. There are no items included in this project budget that would require a DBE process for bidding. If we spend more than \$5,000 for a transportation item other than basic operations, it would usually be a capital expense. We are not applying for capital funding nor do we have the need in the foreseeable future. We don't operate a transit station, nor do we build or maintain bus stops.	

Summary

July 1, 2025 - June 30, 2027

Total Project :	\$4,721,029.06
Fares and Donations :	\$22,664.00
Requested Amount	\$2,110,365.06

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

:

July 1, 2027 - June 30, 2029

Total Project :	\$0.00
Fares and Donations :	\$0.00
Requested Amount	\$0.00

This is the amount of grant funds your organization is requesting from July 1, 2027 - June 30, 2029

:

4-Year Total Requested Amount:	\$2,110,365.06
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Indirect Costs

Indirect Costs

To charge indirect costs to a grant/project, your organization must have an approved indirect cost rate or cost allocation plan. Indirect costs must be included in the application budget.

If you plan to charge indirect costs, you must upload documentation of an approved indirect cost rate or cost allocation plan in the *Attachments* section.

Are you charging indirect costs to this grant/project? *: Yes

Service Level

Project Service Level Information

Project Specific Information	July 1, 2023 - June 30, 2024 (Actual)	July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	Percent of Change	July 1, 2027 - June 30, 2029 (Projected)	Percent of Change
Revenue Vehicle Hours	13850	18600	32450	34000	4.78%	0	-100.00%
Revenue Vehicle Miles	178471	240000	418471	420000	0.37%	0	-100.00%
<i>Passenger trips should be entered as whole numbers only.</i>							
Passenger Trips	23630	24000	47630	60000	25.97%	0	-100.00%
Volunteer Hours	0	0	0	0	0.00%	0	0.00%

Project Service Level Description

Describe the methodology used to develop these estimates, including any assumptions used in their development. Identify data sources and monitoring processes.

How were service-level estimates developed?*:

We use historical data and our knowledge of the community to create service levels. We track rides, riders, service hours, late rides, no-shows, rider types and mileage using CTS TripMaster routing system which is a computer program that has corresponding tablets in each vehicle. By examining our numbers, which we've been tracking since 2006, we can examine the elements of each route. Since we collaborate closely with the cities and the counties in our service area, we can predict the impact of new housing on our ridership and plan accordingly. The process occurs monthly when dispatch creates the report of activity. Transportation must be completely reliable so, the first thing to check is our on-time service numbers. We average 99.996% on time within a 1/2 hour service window. Then we see if there was anyone who was refused a ride. This averages less than 6 per month and they are almost always same-day ride requests (which are accomplished on a time and space-available basis, per our rider booking policies). Then we examine, by route whether the numbers are going up or down and figure out why. At times it might be that a person who was riding twice a day passed away. We can generally determine also by the new riders signing up for the service how many additional rides we will have. We are very comprehensive in our analysis. Our goal: To avoid duplication of services, provide our riders with safe, reliable, accessible, affordable trips, and be good stewards of the funding.

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:

These were developed using historical data, our current ridership data, the average miles per ride, rides per hour and assuming that all routes are in operation. Ridership has rebounded and we may exceed the number of trips proposed. At the time of this writing we are averaging about 2,500 rides per month on demand response. There is a link between the high cost of housing in our area (25% of Valley household income is spent on transportation) and the number of rides. We also find that the number of miles per ride is also a result of where housing is being built in our cities; there is more housing planned and all of it is outside the 3/4 mile radius from fixed route service. Number of miles has been increased to accommodate the additional riders being farther outside the city limits. Miles per ride is expected to decrease however with the additional riders from 11.4 miles per ride, system-wide, to approximately 7 miles per ride on the demand response/door-to-door routes.

How will your organization measure whether the project is successful? Describe the steps you will take to improve performance if your project does not meet the identified performance targets.

Project Success Measurement *:

*How many rides: Informs our community outreach strategy, website effectiveness. Ride numbers also tell a story about service reliability, special events taking place in the Valley, and housing affordability. *Miles per ride (MPR): Informs how well we are routing the ride requests, effectiveness of driver training. This ranges between 8 and 11MPR historically but is getting lower. *Service hours: This is standardized by route but varies based on ridership and rerouting due to snow, flooding, etc. *Rides per hour (RPH): This also informs how well we are routing the ride requests. RPH ranges from 1.2 per hour to 2.5 rides per hour, which is an excellent average considering how many miles we cover. *Cost per ride (CPR): The overall CPR is affected by many factors including maintenance costs, employee training, sick/vacation time, fuel, and other expenses not controlled by dispatchers. If the service becomes less affordable, we adjust through routing. If improvement dips, we adjust.

Milestones

Milestones

Activities	Date (mm/yy)
Project Start	07/25
Project Complete	06/27

Supplemental Information

Supplemental Information

Supplemental Information:

SVT is hard for a lot of people to figure out. We are a special needs bus company the general public can ride. We operate a fixed route service along the major corridor of the Snoqualmie Valley (not funded through this application) for King County Metro which creates a backbone for other services. We perform deviated routes and door-to-door routes in a way that connects riders with all the routes and places. The combined system gets folks where they need to go. There are no eligibility requirements to ride any bus. We book our rides prioritizing people with special needs, seniors, individuals with disabilities or urgent medical needs. After that, as space allows, anyone else can ride too. We work it out for them when they call us. The rides are \$1 and free for youth 18 or younger. They call us in advance up to two weeks or they can call for same-day services. We make it simple and work it out for them.

In a sparsely populated rural area, it doesn't make sense to have big transit buses cover the area for ambulatory riders and then have additional special needs buses for folks who can't use or reach the big buses. It's duplicative and wastes resources. In our little corner of King County we say, "Little cities, little buses." Whether they walk, bike or roll, we get them there.

SVT figures out how to get everyone on the same bus and we did this more than 35,000 times last year. Every day, between 1/3 and 1/2 of those riders were special needs riders and the rest are vulnerable residents who are living on very low incomes or do not drive for some reason.

If you don't have a car in Snoqualmie Valley, you are in dire straits; the distances are so vast and the "centrally located" human services and business are impossible to reach unless the term Centrally Located means those places are 5-10 miles away. These transit-dependent people are our riders.

Snoqualmie Valley is about 1/4 of King County and while we are only 25 minutes from Bellevue and 15 minutes from Issaquah, the Valley is a world away without a car. The residents in our area just need a way to get around the valley, and while SVT connects them to the larger Metro or Community Transit systems, most riders biggest problem is usually, "How do I get to the grocery store or my doctor?" SVT exists because, in 2003, we decided to roll up our sleeves and do it ourselves. It is what rural communities do.

While our area is going through astounding growth, we have learned how to make the most of what we have. We route shared-rides together (we don't just schedule them in an available time slot), we use connections and meet-points to keep our drivers in zones and maximize the network. We take care of our riders and give them referrals to other human service agencies when they need help. We communicate with more than 40 organizations in Snoqualmie Valley on a regular basis. Our employees are all residents, so we see our riders and community members when we are off work and at the local stores and shops. SVT is a vital and thriving part of this community.

All this is to say, thanks to WSDOT for recognizing our need for so many years and for supporting us. We are so grateful we can help so many of our neighbors in so many ways. And to the person reading this and weighing the pros and cons of the many grant applications, thanks for

volunteering to do that; it's a tough job and we hope we've done well. We love what we do and want to continue to do it.

Others do too!

Vulnerable Populations in Overburdened Communities & Tribes

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*:

Presidential Executive Order 13985 defines undeserved populations as being inclusive of "Persons living in rural areas." So while we provide services every day to tribal members/elders, persons of color, people living on low incomes, people who speak languages other than English, seniors, individuals with disabilities, at risk youth and people living with addiction issues, all of those people are doubly at risk because they are in a rural area where their mobility options are limited. We take people to jobs, after-school activities, dialysis and other medical facilities, get them to their post office boxes, trails, to visit their friends and connect them to senior centers. Without SVT, most of these people would have no mobility options at all.

If these populations were engaged by you or your representatives in developing or maintaining the project, describe the outreach efforts and results.

Inclusive planning:

These groups are already engaged by us. Every day. Outreach efforts have told us clearly that what everyone wants is fast, direct, affordable service to wherever they want to go. The clearer (more realistic) needs are these: We need several more bus routes in this area. We need demand response during extended hours in Carnation and Duvall, we need a deviated fixed route from 5am - 9pm to the Edgewick area. We need to increase the frequency on our current deviated route between North Bend and Snoqualmie, the current Cedar Falls Loop needs to run every hour from 5am - 9pm. Everyone is very happy we started weekend service (WSDOT/Metro - different grant) and now we must start the demand response aspect of this on the weekend. We also need a transit station but that's in the future. The battle between convenience and cost will always be the main discrepancy between the needs of the public and the services that are provided. So we keep listening and doing all we can.

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? : Yes

Estimate the percentage of your project that serves the tribe: 10.00%

By checking this box, you are confirming your outreach to the tribe in pursuit of a resolution formally supporting your project : Yes

Attachments

Tribal support correspondence/resolution:

Environmental Justice

Environmental Justice Assessment

Are you requesting \$15 million or more in WSDOT funds for your proposed project?* No

Environmental Justice Assessment (EJA) Map

EJA Map: [SVT Service Area Population Density MapJ Area Stats and PSRC ranking info - 2025-27.pdf](#)

Environmental Justice Assessment (EJA) Completion

Enter the names of other agencies or governments (including affected tribes) that are involved with the project and their role:

this is not a project as we aren't asking for more than \$15m. In terms of coordinating with vulnerable populations, King County Metro Transit, Snoqualmie Indian Tribe, Cities of North Bend, Snoqualmie, Carnation, and Duvall are all part of making sure that our services work for the riders of Snoqualmie Valley. The Snoqualmie Indian Tribe has been closely involved with SVT since 2006. On this grant cycle, we will be receiving funding from the Snoqualmie Indian Tribe as a pass-through from the WSDOT Tribal Transit Mobility Management grant they were awarded in order to ensure that we enhance our current level of Title VI outreach, governmental affairs and travel training. King County Metro Transit also depends on SVT to give them local growth plans while informing them about local reroutes for their own buses as well as working as the local liaison between the County and the Cities on the topic of transit and helping to coordinate around Metro infrastructure issues (moving bus stops).

Have you begun or have you completed the EJA?: No

Enter the name of WSDOT staff (e.g., your assigned community transportation planner, tribal liaison, or project manager) you consulted, or will consult, about the expected EJA work and the required report:

We have not yet had the funding to be able to do a comprehensive plan but it will involve our director, Amy Biggs, and an outside consultant to be determined. We are not however applying for more than \$15m in funding.

Environmental Justice Assessment (EJA) Reporting

Did you report the results of EJA to WSDOT Public Transportation Division staff? : No

When do you plan to submit the results of your EJA?:

Our WSDOT Community Liaison.

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Required for all projects						
Copy of organization's most recent audit report	✓	2023 Audit report	Mt. Si Senior Center Final Signed 2023 Audit.pdf	pdf	1 MB	09/11/2024 09:08 AM
Population density map	✓	SVT Service Area Population Density Map	SVT Service Area Population Density MapJ Area Stats and PSRC ranking info - 2025-27.pdf	pdf	927 KB	09/11/2024 09:09 AM
Service area map	✓	SVT Current Service Area Map	SVT Total Service Area 2022.pdf	pdf	11 MB	09/11/2024 09:13 AM
Required for new non-profit applicants only						
501(c) IRS Letter of Determination (required for new non-profit applicants)		501 c 3 letter of determination from IRS	501 c 3 confirmation from IRS 2017.pdf	pdf	57 KB	09/11/2024 09:14 AM
WA Utilities & Transportation Commission (UTC) Certification (required for new non-profit applicants who are direct service providers)		WUTC permit for SVT/Mt. Si Senior Center	Mt. Si Certification NPC-1088.pdf	pdf	50 KB	09/10/2024 04:30 PM
Conditionally required						
Indirect costs documentation (required if you are charging indirect costs to the project)		This shows the same indirect plan that we had for the last biennium. It was approved then and nothing has changed. This update was sent to WSDOT for approval.	Indirect Plan for 25-27 biennium.pdf	pdf	143 KB	09/10/2024 03:24 PM
In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)		In kind spreadsheet	in-kind spreadsheet for 25-27 grant.pdf	pdf	36 KB	09/13/2024 03:29 PM

Procurement policy (required for new applicants or current grantees without a current policy on file with WSDOT)	MSSC Accounting Manual with Procurement Policy	Accounting Manual - version 008.000 - APPROVED 2021-09-23 PDF Version.pdf	pdf	536 KB	09/11/2024 09:28 AM
Optional attachments					
Letters committing matching funds	Letter committing matching funds to sustain SVT	Letter committing matching funds Sustain SVT.pdf	pdf	44 KB	09/13/2024 03:22 PM
Letter of concurrence (for projects that operate in multiple planning regions)					
Letters of support (combine into one file attachment)	Support Letters from businesses and riders in Snoqualmie Valley. Can we say, "READ ME"? Well, we just did.	Support letters 25-27-combined-compressed.pdf	pdf	1 MB	09/10/2024 04:27 PM
Supplemental information					
Optional construction attachments					
NEPA/SEPA assessment, if available					
Supplemental construction project information (building or site designs, site plans, location exhibits, etc.), if available					

Certification

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*:

AmyBiggs

First NameLast Name

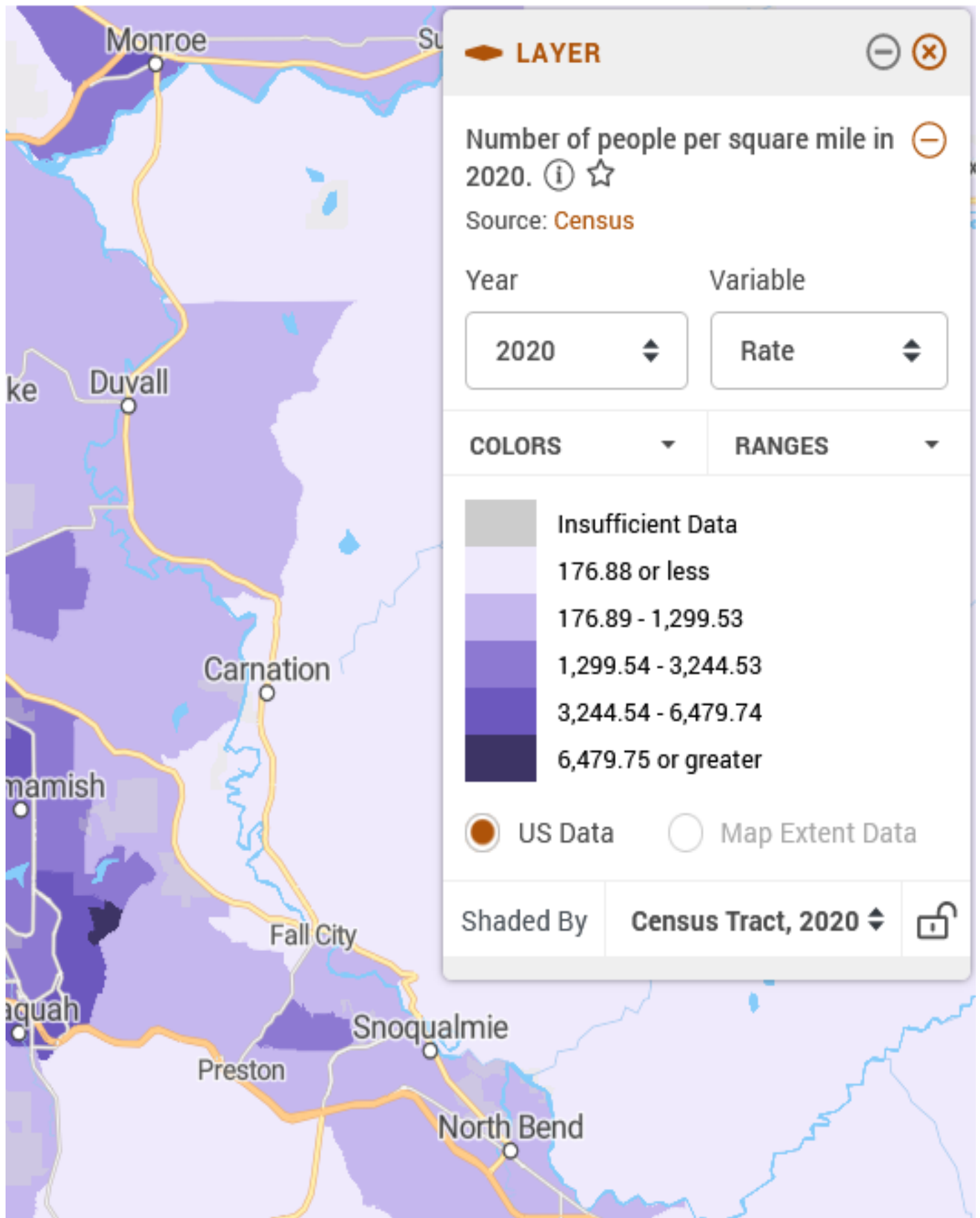
Title*:

Director, Snoqualmie Valley Transportation

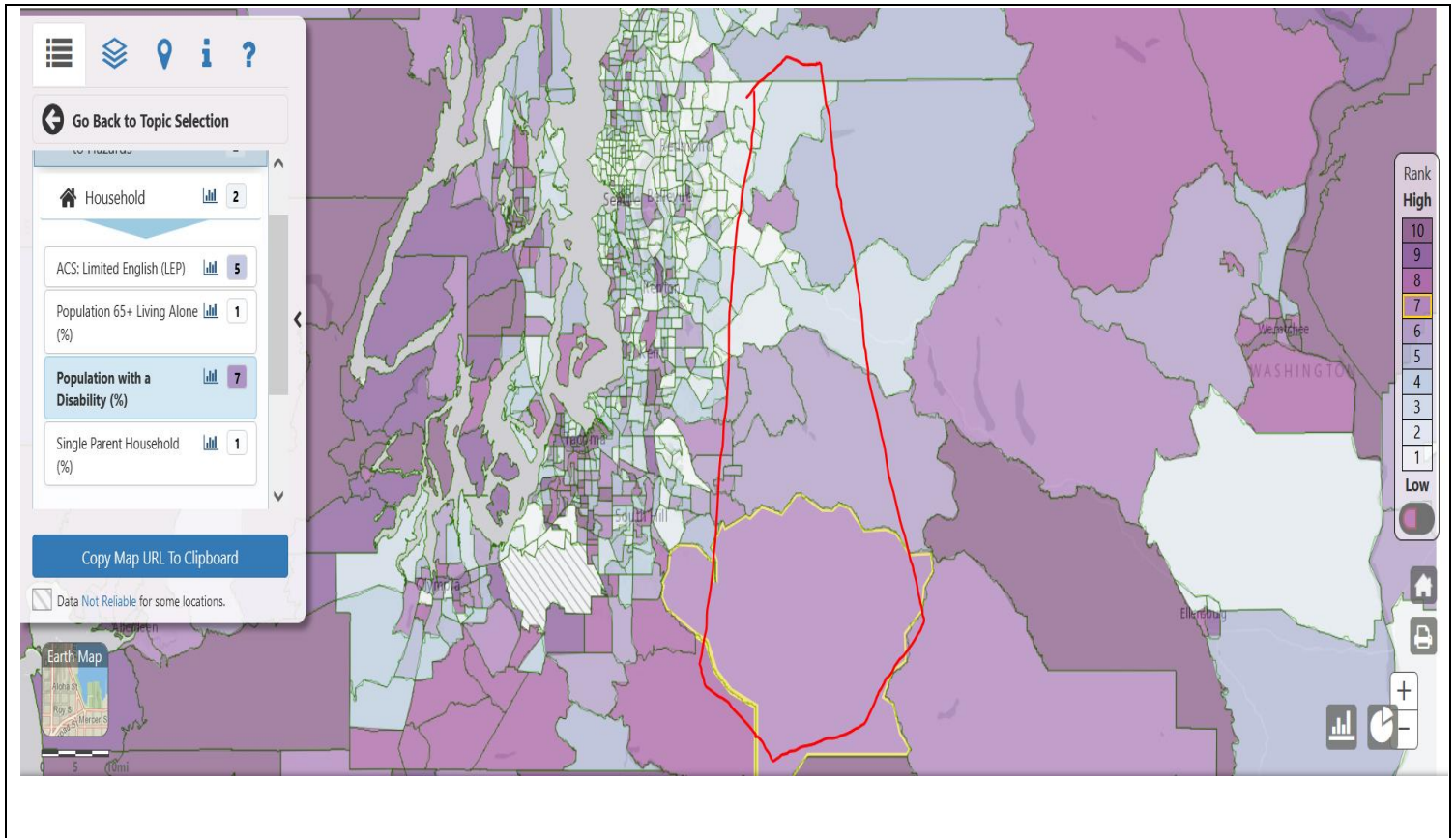
Date*:

09/11/2024

SVT Service Area Population Density Map - 2020



Snoqualmie Valley Report for Social Vulnerability to Hazards/Household/Population with a Disability:

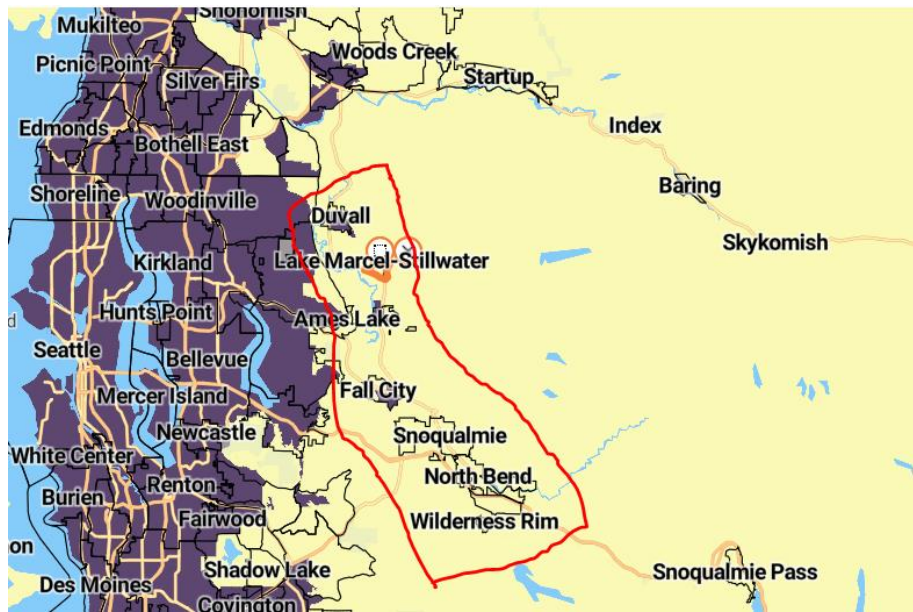


Census Block Group information on Population, Veterans, Disabled, Low income.

Source: Opportunity 360 Community Dashboard Data current as of September 2021

Area	Population	Veterans	Disabled	Living below FPL	Cost-Burdened Renters	Pop. Using Public Transit
401 Duvall	6,174	333	451	161	3,914	154
402 Unincorp.	7,025	267	499	155	934	155
500 Carnation	5,447	349	490	174	2,201	1,198
601 Fall City	3,166	456	465	76	1,953	60
210 - Preston	15,208	547	502	989	5,186	289
Monroe 1	5,732	459	722	390	2,058	218
Monroe 2	4,001	340	480	264	1,996	4
Monroe 3	5,445	621	599	240	2,396	49
Snoqualmie 1	14,491	884	681	188	4,405	797
Snoqualmie 2	2,557	143	317	56	1,181	33
Snoqualmie 3	2,468	128	121	99	1,123	247
North Bend 1 Unincorp.	6,828	655	580	376	2,431	96
North Bend 2	7,326	696	674	857	4,264	147
Totals:	85,868	5,879	6,582	4,023	34,043	3,446

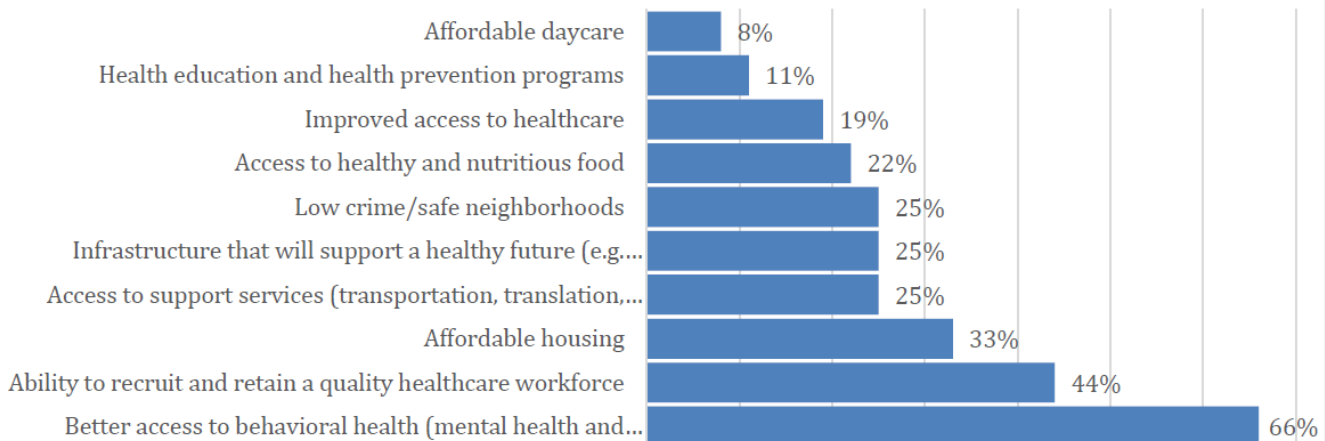
SVT service area – Yellow areas designated Rural:



Snoqualmie Valley Hospital performed a Health Assessment study in 2022. Out of the ten most important factors to improve health in the SVT service, Transportation is #4.



Exhibit 23: Most Important Factors to Improve Health and Quality of Life in the Service Area



PSRC Coordinated Mobility Plan Goals and Priorities and how SVT serves:

Below we have listed the goals and priorities of the Puget Sound Regional Transportation Plan (RTP), Appendix B: Coordinated Mobility Plans as they apply to this project.

From Coordinated Mobility Plan Page 38:

Regional Goals and Prioritized Strategies: *The Coordinated Mobility Plan features both regional goals and prioritized strategies that will help the region address mobility needs and challenges identified through targeted stakeholder outreach. The goals and prioritized strategies work together to support the overall Vision and Mission statement for coordinating transportation for people with special needs in the central Puget Sound region.*

Goals

To continue to move the region closer to the vision of mobility, quality and efficiency through regional coordination, this plan retains three overarching goals, as listed below, to address the growing mobility needs and gaps identified in Mobility Needs section.

GOAL #1 — Put People First (Quality)

People with special transportation needs feel safe and comfortable while traveling.

Our quality and dependability is outstanding – we are 99.99% on time, the buses are disinfected and cleaned daily. The driver accident rate is almost non-existent. Drivers are well trained, and trauma informed. Rider polls and surveys show we accomplish this goal.

GOAL #2 — Move People Efficiently (Efficiency)

Seamless transportation services are provided to people with special transportation needs through regional coordination to reduce possible duplication in services.

People call us and we arrange everything for them whether it's getting to the regional network or using a combination of door-to-door, deviated and fixed route service, they just call us and we work it out for them guaranteeing that the process is simple and easy to use. Because we provide services to everyone whether they walk, bike or roll, all on the same small buses, there is little to no duplication in services.

GOAL #3 — Move More People (Mobility)

Transportation helps more people with special transportation needs get to the places they want to go.

For most of the SVT service areas, we are the rider's only option. King County Metro's ACCESS program will come out to our area for eligible individuals with disabilities, but the rider must live within three-quarters of a mile of fixed route service. Ninety percent of Valley residents live more than a mile from fixed route service, so that means everyone who has difficulty transporting themselves due to age, income, or ability, uses SVT.

*The prioritized strategies are identified as “High” or “Other” priority status. High prioritized strategies are those that will have additional emphasis during the life of this plan. The priority level of each strategy was identified via outreach to community members and implementers. Additionally, community members **ranked desired outcomes** from least to most important, which helped identify the related strategies as high priority.*

From Appendix B – Coordinated Mobility Plan, page 40:

Strategy 1.2: *Improve on-time reliability and timeliness of transportation services for people with special transportation needs.*

SVT's on time performance rate is at 99.996%. We have developed systems for our service area that allow us to consistently accomplish this goal. Other demand responsive carriers generally have a one-hour service window. We have an half-hours service window and count any ride as late if it falls 5-minutes or more outside that window. Because our dependability is so high, our no-show rate is also very low.

From Appendix B – Coordinated Mobility Plan, page 41:

Strategy 2.2: *Develop partnerships to support context-appropriate, flexible, and/or feeder-to-fixed route transportation services in areas not well served by regular transit, like rural areas.*

This Strategy reflects what SVT does so effectively in this rural service area. We are deeply embedded in the Snoqualmie Valley community as well as with the transit agencies (King County Metro and Community Transit) that offer the limited fixed route services. We also work with the food banks, shelters, hospitals, clinics, school districts, library districts, senior centers and other human services. Our network of partnerships has been strengthened for the last decade; we are seen as the “go-to” source for mobility information and services within the SVT service area.

Mobility Need #3: More information about available services

Strategy 3.2: Coordinate to develop a comprehensive trip planning tool, like a One-Call/One-Click platform, to help riders with special transportation needs navigate and use available services, keeping in mind language, cultural, technological, and accessibility needs.

SVT serves on the Advisory Board of Hopelink's One-Call/One Click program, which gives us insight into how well the program works for our riders as well as riders using other rural carriers. We will also be a part of the test group for operations. We are working with Trillium through WSDOT to get our routes translated into GTFS and GTFS-Flex to enable easier trip planning while our new website, once the GTFS data goes live in 2023, will offer an online trip planner tool that will be linked with travel apps and the OCOC project.

From Appendix B – Coordinated Mobility Plan 42:

Mobility Need #4: Better access to health and wellness destinations including medical facilities, pharmacies, and grocery stores

Strategy 4.1: Strengthen and coordinate partnerships between healthcare and transportation providers, especially within equity focus areas, to better understand and address patients' unmet transportation needs and ensure that patients understand their transportation options.

SVT is integral to the daily functions of the community, providing hospitals, clinics, grocery stores and pharmacies with regular contacts for their patients and clients. No one else in this area is performing this service, and any disruption or reduction would significantly impact people's lives. While SVT does not build facilities (Mobility Need # 6, Strategy 6.1), we have created deviated route services (hop-on/hop-off availability) that stop at grocery stores, pharmacies and hospitals to make it easier for people to get to these destinations without having to book a ride in advance. Routes go right to the door of these facilities so that building transit infrastructure isn't necessary, which saves funding for other areas. We also have \$1/one-ride tickets that hospitals and clinics may provide to their patients so they can use SVT to get home if they are unable to drive.

Mobility Need #5: Affordable transportation services

Page 42:

Strategy 5.1: Review and adjust fare structures and reduced fare programs through regional coordination to ensure they are fully accessible to low-income communities within service areas. For example, there is a need for more affordable options for families with low incomes, where households can experience transportation cost burdens when needing to pay for multiple riders.

SVT has maintained the same low fare structure since 2012. All youth ride free each summer and, starting in September of 2023, SVT has adopted the King County Youth Free Fare program so the SVT buses will be free to youth, aged 18 and younger, year-around. Additionally, seniors may purchase rider 10-ride punch cards for \$8.50 (instead of \$10) so their rides are only \$.85. All other rides are \$1.

From Appendix B – Coordinated Mobility Plan, page 43:

Mobility Need #7: Better regional coordination to meet growing mobility needs

Strategy 7.1: Improve regional coordination based on the federal example of the Coordinating Council on Access and Mobility (CCAM). For example, inclusion of more agencies with transportation programs in regional coordination can identify new opportunities to leverage existing resources and to reduce unnecessary duplication.

SVT is a member of Snoqualmie Valley Mobility Coalition, the Rural Chair of King County Mobility Coalition and we work with King County Metro Transit, Community Transit and the city planners of North Bend, Snoqualmie, Fall City (Community Association), Carnation, Duvall and Monroe to provide input on the Transportation Elements of their respective City Comprehensive Plans. We also work with King County on the SE King County Unincorporated Area planning.

SVT is listed in the Regional Transportation Plan on page 63:

Snoqualmie Valley Transportation (SVT)

Mt. Si Senior center - Snoqualmie Valley Transportation

Amy Biggs abiggs@svtbus.org 425-888-7001

SVT provides service to special needs populations and the general public via fixed route, deviated fixed route and demand response service to the King County cities, towns, and unincorporated areas of North Bend, Snoqualmie, Fall City, Preston, Carnation, Duvall and within the Snohomish County in the City of Monroe.

Website: www.svtbus.org

Demand Response: Monday-Friday: 6:00 am – 8:00 pm

Fixed Routes: Monday-Friday: 5:00 am – 9:15 pm

Riders call into the office to book demand response/door-to-door rides. They can call the same day or up to two weeks in advance. Rides booked a day in advance or earlier are scheduled. Same-day rides are on a space-available basis.

Phone: 425-888-7001

Service area: King County; Snohomish County

The Snoqualmie Valley Mobility Coalition – of which SVT was a founding member – is listed on Appendix B of the Coordinated Mobility Plan, page 75:

Mobility Coalitions

Program Name	Agency/ Organization	Contact	Description	Service Area
Hopelink Mobility Management	Hopelink	Staci Sahoo ssahoo@hopelink.org 425-943-6769	<p>Hopelink's Mobility Management team empowers people to change their lives by facilitating access to the community. Hopelink provides travel education and resources to build awareness of existing transportation options, supports the coordination of special needs transportation through cross-sector collaborations, and gathers data and needs assessment to recommend and implement improved services. Following is the list of mobility coalitions led by Hopelink:</p> <ul style="list-style-type: none">• King County Mobility Coalition• Regional Alliance for Resilient and Equitable Transportation• South King County Mobility Coalition• North King County Mobility Coalition• Eastside Easy Rider Collaborative• Snoqualmie Valley Mobility Coalition <p>Websites: www.hopelink.org; www.kcmobility.org; www.findaride.org</p>	King County; Also serve Pierce and Snohomish for the RARET coalition and FindARide.org, but most in King County;

Mt. Si Senior Center - Funding sources for 2025-2027 Coordinated Grant Application

Type of Support

July 1, 2025
to June 30, 2027

Support letter
received?

In-Kind Support

annual

biennium

King County Metro Transit: 10 vehicles at a value of 9,000 each per year, Vehicle maintenance at a value of \$1,500 per year for each of 10 vehicles.

\$ 111,000.00 \$ 222,000.00

yes

City of North Bend: Marketing, Staff Support, GIS mapping support, Economic Development Director time

\$ 14,000.00 \$ 28,000.00

Yes

City of Snoqualmie: Advertising, Staff Support, Community Dev Depts., GIS Mapping

\$ 19,000.00 \$ 38,000.00

Yes

Total In Kind Support: \$ 144,000.00 \$ 288,000.00

Local Cash Match

Mt. Si Senior Center \$ 2,300,000.00

Total Local Cash Match: \$ 2,300,000.00



September 11, 2024

PSRC/WSDOT Consolidated Grant Committee
1011 Western Ave. Suite 500
Seattle, WA 98101

Re: Matching Fund Support for Mt. Si Senior Center-Sustain Snoqualmie Valley Transportation

Dear Committee Members,

Mt. Si Senior Center supports the application to PSRC/WSDOT for the operational grant request for the 2025-2027 grant cycle for Snoqualmie Valley Transportation.

To that end, we pledge \$2,300,000.00 to this endeavor which is the local cash match provided by Mt. Si Senior Center for the Sustain SVT Operating grant application.

Our long-time support for our seniors and for all the transit-dependent riders in Snoqualmie Valley is an ongoing promise we make to our community.

Please feel free to contact me if you have any questions.

Sincerely,

Ken Hearing
Chair, Finance Committee
Mt. Si Senior Center



MT. SI SENIOR CENTER ACCOUNTING POLICIES AND PROCEDURES MANUAL

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I. Introduction

Mt. Si Senior Center Mission

Mt. Si Senior Center hereinafter, the “Organization” exists to enhance the quality of life for older adults in the Snoqualmie Valley by providing a comprehensive network of services including: health, social, recreational and educational programs; housing; and transportation.

Purpose

The purpose of this manual is to describe all accounting policies and procedures currently in use the Organization and to ensure that the financial statements conform to non-profit generally-accepted accounting principles (Non-profit GAAP); assets are safeguarded; guidelines of grantors and donors are complied with; and finances are managed with accuracy, efficiency, and transparency.

Exceptions to written policies may only be made with the prior approval of the Board of Directors. Changes or amendments to these policies may be approved by the Board of Directors at any time.

These policies will be reviewed annually and revised as needed by the staff and approved by the Board of Directors.

All the Organization’s staff with a role in the management of fiscal and accounting operations are expected to comply with the policies and procedures in this manual.

II. General Accounting Policies and Administration

General Accounting Policies

The Organization follows generally accepted non-profit accounting policies (Non Profit GAAP). Financial statements are prepared using the accrual basis of accounting. Revenue is recognized when earned and expenses when incurred. The fiscal year is July 1 through June 30.

The Organization is exempt from federal income taxes as an entity described in Section 501 (c) (3) of the Internal Revenue Code.

Administration

Financial duties and responsibilities are separated so that no one employee has sole control over cash receipts, disbursements, payroll, reconciliation of bank accounts, or any critical accounting function.

The Bookkeeper has primary responsibility for maintaining the integrity of the accounting system and data entry of financial activity. The accounting records are updated regularly and subject to the oversight of the Executive Director and the Board of Directors or its designate on at least a monthly basis. A filing system accessible to the Executive Director is maintained for all financial records. This filing system may be electronic or paper or both.

Professional financial service providers are reviewed annually. For FY 2022 these are:

Accounting Software: Quick Books Online (transitioned from Sage Peachtree Pro Accounting effective 7/1/2020)

Donor Tracking Software: Little Green Light, 4616 25th Ave NE #206 | Seattle, WA 98105

Payroll: Paychex 911 Panorama Trail South, Rochester, NY 14625

Banking: Umpqua Bank, 146 W 2nd St, North Bend, WA 98045, 425-888-1616.

Merchant Service Providers:

Square, Inc. 1455 Market Street, Suite 600, San Francisco, CA 94103, 415-375-3176.
Stripe, 920 5th Ave #1900, Seattle, WA 98104

Auditors: Clifton Larson Allen LLP, 10700 Northup Way, Suite 200, Bellevue WA 98004

Tax Preparers: Clifton Larson Allen LLP, 10700 Northup Way, Suite 200, Bellevue WA 98004

Budget

The annual budget for the fiscal year is prepared by the Executive Director and Director of Transportation working closely with the appropriate staff. The Finance Committee and Board review the proposed budget.

The Board of Directors approves the budget annually, prior to the beginning of the fiscal year if possible.

The budget is compared to the monthly financial statements in order to monitor the actual results.

The budget is reviewed by the Finance Committee mid-year and adjusted, as necessary, to reflect changing conditions. The Board of Directors approves proposed changes in the budget which exceed \$1,000.00 or 50% of the line item, whichever is greater.

Financial Statements

Monthly financial statements are completed and presented to the Finance Committee within 30 days of the close of the period.

At each Board meeting, the Board of Directors are presented a financial overview and Profit & Loss Statements for the month ending no more than 8 weeks prior.

Audit

An annual audit is conducted by an independent CPA after the close of each fiscal year. The audit covers the fiscal year of July 1st through June 30th. The audit encompasses all the operations of the Organization including the Mt. Si Senior Center, Snoqualmie Valley Transportation, Sno Ridge Apartments, and Cascade Park Apartments.

The Board President, the Executive Director, the Apartment Management Company and Bookkeeper are involved in the annual audit/review. Presentation to the Board of Directors is done by the auditing firm with assistance from the Executive Director and Board President.

Copies of the annual audit are provided to funders in accordance with agreements in effect.

III. Division of Responsibilities

The following is a list of personnel who have fiscal and accounting responsibilities:

Board of Directors

1. Reviews and approves the annual budget
2. Reviews annual and periodic financial statements and information
3. Reviews both the Executive Director's and Director of Transportation's performance annually and establishes the salary
4. Three members of the Board of Directors will be appointed by the board to be authorized signers on the bank accounts
5. The Board appoints and delegates procurement authority to the Executive Director in the amount not to exceed \$5,000 and is responsible for ensuring that any procurement policies and procedures adopted are appropriate for the Organization. All procurements that exceed \$5,000 must have approval from the Board prior to award and/or contract execution.

6. Reviews and approves all non-budgeted expenditures over \$5,000, except for in the case of unforeseen and exceptional circumstances, the Executive Director may approve.
7. Authorizes all grants and contracts which provide funding to the Organization if the grant or contract results in a new encumbrance or operational obligation.
8. Reviews and advises staff on internal controls and accounting policies and procedures
9. Engages and contracts an independent auditor to conduct an annual independent fiscal audit
10. Reviews and approves the annual independent fiscal audit
11. Reviews the annual tax return

Executive Director

The Executive Director has the responsibility for administering these policies and ensuring compliance with procedures that have been approved by the Board of Directors. The Executive Director has whatever authority as may be designated by the Board of Directors, including:

1. Sees that an appropriate budget is developed annually, working with Department Directors, the Bookkeeper and Board of Directors
2. Reviews and approves all financial reports including cash flow projections
3. Reviews and manages cash flow
4. Monitors and manages all expenses to ensure most effective use of assets and oversees expense allocations
5. Reviews all vouchers, invoices, and requests for payment
6. Monitors program budgets and approves or authorizes all program expenditures up to \$5,000
7. Reviews and signs all issued checks and/or approves check signing procedures
8. Reviews and approves all reimbursements and fund requests
9. Reviews and approves all contracts under (\$5,000)
10. Reviews and approves all grant submissions for the Organization
11. Serves as signatory on all grants and contracts which provide funding to the Organization if the grant or contract is usual and customary, regardless of amount.
12. Serves as signatory on all new grants and contracts that result in a new encumbrance or operational obligation only after the Board has approved the submission of the grant.
13. Authorizes all inter-account bank transfers
14. Is on-site signatory for all bank accounts
15. Executive Director receives all bank statements, provides copies to the Bookkeeper, reviews for any irregularities, and reviews completed monthly bank reconciliations
16. Oversees the adherence to all internal controls
17. Reviews all payrolls and is responsible for all personnel files for the Organization
18. Processes all inter-account bank transfers
19. Receives and opens all incoming mail, routes the mail to the appropriate person
20. Reviews all incoming and outgoing invoices
21. Monitors grant reporting to ensure reports are submitted to funders on time and in compliance with grant requirements and appropriate release of temporarily restricted funds
22. Monitors and makes recommendations for asset retirement and replacement, involving other directors as necessary
23. Manages the petty cash fund
24. Reviews, revises, and maintains internal accounting controls and procedures

25. Maintains records and databases concerning donations and fundraising events, coordinating record keeping with the Bookkeeper as necessary
26. Initiates donor thank you letter acknowledgements
27. With the Certified Public Accountants and Bookkeeper, oversees the preparation and submission of the annual non-profit 990 tax return

Bookkeeper

1. Responsible for data entry into accounting system and integrity of accounting system data
2. Processes invoices and prepares payment from the online banking software
3. Processes payroll, including payroll tax returns
4. Submits requests for inter-fund transfers
5. Maintains and reconciles general ledger
6. Prepares monthly and year-end financial reports
7. Reconciles all bank accounts
8. Reconciles the statement of credit card deposits and service charges
9. Issues checks to vendors
10. Manages Accounts Receivable
11. Processes requests for reimbursement
12. , Data enters the annual budget into accounting software and may, in some cases, assist with budget development
13. Assists with preparation of the annual non-profit 990 tax return, with assistance from the Executive Director and Certified Public Accountants
14. Checks bank accounts daily for direct deposits and other account activity

Department Directors

1. Develop first draft of department budgets and works with the Executive Director and the Bookkeeper to finalize
2. Accountable for purchasing decisions within approved departmental budgets
3. Codes all expenses appropriately for their department no later than 10 days after receiving documentation on the expense, except for in the case of unforeseen and exceptional circumstances
4. Prepares and submits check request vouchers no later than 10 days after receiving documentation on the expense, except for in the case of unforeseen and exceptional circumstances
5. Reviews all payrolls and timesheets for their department
6. Maintains all personnel files for their department
7. Reviews and approves all grant submissions for business pertaining to their department
8. Prepares accurate and timely invoices to funding sources to meet funding sources deadline or no later than 20 days after close of invoicing period, whichever comes first

Membership and Volunteer Coordinator

1. Serves in an administrative support role and makes routine bank deposits, with Executive Director or designee providing a second signoff

IV. Chart of Accounts and General Ledger

The Organization has designated a Chart of Accounts specific to its operational needs and the needs of its financial statements. The Chart of Accounts is structured so that financial statements can be shown by natural classification (expense type) as well as by functional classification (program vs. fundraising vs. administration). The Bookkeeper is responsible for maintaining the Chart of Accounts and revising as necessary. The Chart of Accounts is attached to this manual as an addendum (See Appendix 1: Chart of Accounts).

The general ledger is automated and maintained using our accounting software. All input and balancing is the responsibility of the Bookkeeper with final approval by the Executive Director.

The Executive Director should review the general ledger on a periodic basis for any unusual transactions.

V. Cash Receipts and Bank Deposits

Cash receipts generally arise from:

1. Contracts and Grants
2. Direct donor contributions
3. Fundraising activities
4. Thrift Store Sales
5. Program Fees
6. Transportation/Bus Fares

The principal steps in the cash receipts process are:

Executive Director, Director of Transportation, or the Receptionist picks up incoming mail from the Post Office and opens the mail while another person watches. Bookkeeper. The mail is stamped or marked with the date received and initialed by the person opening the mail. The mail is then provided to the Executive Director before being distributed as appropriate. Any receivables, checks, cash or credit card donations are then provided to the Receptionist and processed through the register. Any payment of a receivable is processed separately (i.e. not rung through the register). The Membership and Volunteer Coordinator also receives cash receipts from the Thrift Store and Program Fees paid at the Receptionist's Desk. Additional details on the handling of cash from each of these areas is found in Appendix 2: Cash Handling and Receipts.

The Bookkeeper enters all checks and cash into a daily log maintained in the accounting software, listing the date received, payer, purpose, and amount received. All checks are restrictively endorsed, stamped "for deposit only" upon receipt. There are two copies made for donations, gifts and membership payments– one copy for the deposit and one copy for data entry into the donor tracking software (and separate filing with donation records). Two copies are made for receivables – one copy for the deposit and one copy for the accounts receivable log. One copy is made for payment of program fees and it is included in the deposit record. The checks are kept in a locked cabinet until handed to the Membership and Volunteer Coordinator for processing and deposit. All funds received are deposited into the appropriate checking account.

Daily, the Membership and Volunteer Coordinators prepares the deposit, completes the deposit coversheet, and makes one (1) or (2) copies of each check. Deposits are taken to the bank on a weekly basis, if not more frequently A copy of the deposit slip is attached to the deposit. The deposits are put in a file to attach to the bank statement.

Cash taken at the Senior Center and Thrift Store will be counted, verified, and signed off by the Receptionist or Salesperson and another available staff member. The cash will immediately be posted using the appropriate allocation. A receipt will be given to the paying party and a copy kept for internal purposes.

The cash will be kept in a locked, secure location and deposited within 5 business days for the senior center and at mid-month and end-of-month for transportation.

No single account belonging to one Federal ID number should exceed \$250,000.

Credit Card processing

The Organization has designated a merchant service provider to process credit and debit card payments to the Organization. As a merchant account holder that accepts payment by credit or debit card, the Organization must comply with requirements established by the payment card industry in its Data Security Standard (PCI-DSS). The merchant service providers deposit funds directly into the Organization's checking account, then provides an end of day report of all transactions that is reviewed by the Thrift Store Manager and Membership and Volunteer Coordinator, and which are then reconciled by the Bookkeeper. The segregation of processing and reconciling duties is required. Only authorized individuals may process credit and debit cards or handle cardholder information on behalf of the Organization and a receipt must be provided as requested. The Bookkeeper is responsible for collecting and recording tax on any applicable sales transaction and reconcile the credit and debit card transactions daily. Credit and debit card information may not be stored on any media devices. The failure to comply with this policy may result in disciplinary action.

VI. In Kind Donations

In-kind donations represent the value of goods and/or services received by the Organization which have been contributed by an individual, company, or agency. Only in-kind services that require specialty skills are recognized. The in-kind service is valued as the appropriate hourly rate similar to what the cost would be in the marketplace. The contribution should be credited to this account at the estimated fair market value of the goods and services provided, with a corresponding debit to program costs or other expenses as deemed appropriate under the circumstances. Donors are not given a value on receipts for in-kind donations for tax purposes. The receipt must only describe the item and quantity donated, in addition to the date and contact information of the donor.

VII. Inter-Account Bank Transfers

The Bookkeeper and Executive Director monitor the balances in the bank accounts to determine when there is a shortage or excess in the checking account. One or the other may recommend when a transfer should be made to cover expenses. Inter-Account bank transfers are done online by the Executive Director. A copy of the transfer is filed by the Bookkeeper for bank reconciliation.

VIII. Reserves Policy

The purpose of the Reserves Policy for Mt. Si Senior Center is to ensure the stability of the mission, programs, employment, and ongoing operations of the organization and provide a source of internal funds for building repairs and improvement.

The Reserves Policy will be implemented in concert with the other governance and financial policies of Mt. Si Senior Center and is intended to support the organization's strategic and operational plans.

Operating Reserve

The Operating Reserve is intended to address temporary revenue shortfalls; payment of approved expenditures due to cash flow shortage; reserves for expenditures deemed necessary by the Executive

Director and the Board of Directors; and temporary short-term interfund loans. Operating Reserves are not intended to replace a permanent loss of funds or eliminate an ongoing budget gap. It is the intention of Mt. Si Senior Center for Operating Reserves to be used and replenished within a reasonably short period of time. The Operating Reserve Fund is defined as a designated fund set aside by action of the Board of Directors.

Goal: The minimum amount to be designated as Operating Reserves will be established in an amount sufficient to maintain ongoing operations and programs measured for a set period of time, measured in months. The Operating Reserve serves a dynamic role and will be reviewed and adjusted in response to both internal and external changes.

The target minimum Operating Reserve Fund is equal to 2 months of average operating costs. The calculation of average operating costs includes all recurring, predictable expenses such as salaries and benefits, occupancy, office, travel, program and ongoing professional services. Depreciation, in-kind, and other non-cash expenses are not included in the calculation.

Funding of Operating Reserve: The Operating Reserve will be funded with surplus operating funds. The Board of Directors may, from time to time, direct that a specific source of revenue, such as one-time gifts, bequests, special grants or special appeals, be set aside for the Operating Reserve.

Capital Reserve

The Capital Reserve is intended to provide a ready source of funds for repair or acquisition of buildings, leaseholds, furniture, fixtures, and equipment necessary for the effective operation of the organization and programs.

Goal: A target minimum Capital Reserve Fund is equal to 10% of the value of the building(s) and its contents as set in the liability insurance policy.

Funding of Capital Reserve: The Capital Reserve will be funded with surplus operating funds. The Board of Directors may, from time to time, direct that a specific source of revenue, such as one-time gifts, bequests, special grants or special appeals, be set aside for the Capital Reserve.

Accounting for Reserves

The Reserve Funds will be recorded in the financial records as Board-Designated Operating or Capital Reserves. The funds will be funded and available in cash or cash equivalents.

IX. Procurement and Establishing Vendor Relationships

To comply with the Uniform Guidance procurement requirement, the Organization will handle purchases thusly:

1. Micro-purchases: Less than \$3,000 (\$2,000 for construction purchases subject to the Davis-Bacon Act) – No competitive quotes required
2. Small purchases: Between \$3,000 and \$150,000 – Rate quotes must be obtained from an “adequate” number of qualified sources
3. Sealed bids: More than \$150,000 – Two or more qualified bidders publicly advertised and solicited from adequate suppliers, lowest bidder for the fixed price contract wins
4. Competitive proposals: More than \$150,000 – Proposals from two or more qualified are solicited. Vendors’ proposals are reviewed and undergo technical evaluation. Those vendors deemed

competitive move forward into a bid negotiation process. Vendors are then allowed to submit revised proposals. The most advantageous proposal wins, price and other factors considered.

5. Sole source: Any amount, must meet one of the four requirements as defined in the regulations.

The Organization may acquire purchases included in the following Direct Payment List without prior approval that follows the procurement requirements set out above. The following is not an exhaustive list, but is meant to provide guidance:

Direct Payment List

1. Gasoline (SVT and Valley Shuttle vehicles)
2. Insurance – including Medical and Dental, Commercial Property, and Flood
3. Certification – Required certification, inspection, and/or licensing without a contract
4. License and Inspection Fees (non-software) that do not include a contract
5. Legal settlements and associated costs
6. Advertising without a contract
7. Government – All payments to county, state and federal government agencies without a contract
8. Emergency utility and equipment repair and replacement

Prior to doing business with a new vendor, staff will check with the Bookkeeper to see if the vendor or individual is already an established vendor in the system. If a vendor is not in the system, the vendor must be approved by the Executive Director or Director of Transportation before initiating a relationship with the vendor.

Protest and Appeal Procedure

Any bidder or contractor who is aggrieved in connection with the solicitation or award of a bid or contracted products and services for MSSC or SVT may file an appeal with Mt. Si Senior Center. Bidders or contractors may submit an appeal of an award to the Manager in accordance with the following procedure:

1. Bidder or contractor shall submit an appeal no later than five (5) business days after notification of the bid award. Such appeals must be received by the Executive Director no later than 5:00 p.m. within five (5) days of notice of award postmark date.
2. All appeals must be in writing and signed by the bidder or an authorized agent of the bidder.
3. The appeal shall include the name and address of the bidder or contractor.
4. The appeal shall include a detailed description of the facts and disagreement that form the basis of the bidder's or contractor's appeal and supporting documentation and the specific decision requested. The bidder or contractor shall also promptly provide any additional documentation related to the appeal upon request from the Executive Director.
5. The Executive Director of Mt. Si Senior Center or authorized representative of MSSC or SVT will provide the allegedly aggrieved bidder or contractor with a written decision within five (5) business days after receipt of the appeal. Decision by the Executive Director is final. If additional time is mutually agreed on, the Executive Director shall notify the bidder or contractor of any delay.
6. Failure to comply with the appeal procedure shall render an appeal untimely or inadequate and result in rejection by MSSC or SVT.

X. Cash Disbursements & Expense Allocations

Cash disbursements are generally made for:

1. Payments to vendors for goods and services
2. Taxes/license fees

3. Staff training and development
4. Memberships and subscriptions
5. Meeting expenses
6. Employee reimbursements
7. Marketing/promotional materials

Checks are processed daily. Invoices shall be submitted to the Bookkeeper in a timely manner to be processed and paid prior to the due date. Checks can be prepared manually within one day, but this should be limited to emergency situations. Checks are paid directly out of the Online Bill Pay function provided by the bank account. Checks shall not be signed in advance without Payee and Amount information on the check.

Requests for cash disbursements are submitted to Accounting in two ways:

1. Original invoice
2. Employee expense report or reimbursement request

Invoices

All invoices must have the account code written on them and approved by the Executive Director or the Director of Transportation prior to being submitted to accounting.

Employee Expense Report or Reimbursement Request

Every employee reimbursement or purchase request must be documented on the approved form with travel authorization, receipts, nature of business, program allocation, and funding source (if applicable) before approving for reimbursement as follows:

Transportation and Mileage – Travel expenses incurred while representing the Organization on business will be paid if the expenses are reasonable. Personal vehicle travel shall be reimbursed at the stated IRS rate in effect at the time of travel. Parking and tolls should be itemized separately and receipts should be included. Reimbursement should not exceed the cost of commercial transportation, where available. Reimbursement for commercial travel (e.g. airfare, bus, train, taxi, etc.) requires a receipt.

Lodging - an itemized receipt from the hotel detailing all charges, the person(s) for whom the lodging was provided, and the specific business purpose.

Meals and Entertainment - a receipt must be provided showing the cost of food, beverage, and gratuities, including the names of every person for whom food or beverage was provided, and the specific business purpose. Purchase of alcohol will not be reimbursed using federal grant funds.

Other Expenditures - a receipt from the vendor detailing all goods or services purchased (including the mode of service for transportation) and the specific business purpose.

All requests for payment are reviewed and approved as follows:

1. Director verifies expenditure and amount, for their staff
2. Director approves for payment if in accordance with budget
3. Director codes all requests for payment in order to provide Bookkeeper with allocation information
4. A Director's request for payment may be verified by another Director, the Board Treasurer, or Board President

5. Any request in excess of \$5,000, and which is not usual and customary, must be approved by two Directors or a Director and either the Board Treasurer, Secretary, or President
6. Bookkeeper provides or verifies appropriate allocation information for Executive Director to review
7. Bookkeeper provides date of payment, taking into account cash flow projections, for Executive Director to review
8. Bookkeeper processes payment

The Bookkeeper processes all payments and:

1. Immediately enters them into the Accounts Payable module in the accounting system software
2. Saves invoices in the accounting software
3. Issues checks according to allocation and payment date provided by the Executive Director or Director of Transportation
4. Issues checks with appropriate reference to invoice or other remittance advice
5. Runs an accounts payable aging at the end of each month and submits to the Executive Director and Director of Transportation to assure timely payment of all invoices
1. Files all paper backup documentation in the appropriate file

Expense Allocations

Most non-salary expenses that benefit more than one cost center (administration, fundraising, and program) are spread across centers using a shared cost method based on space and/or usage. This is done on a case-by-case basis by the Bookkeeper and is reviewed by the Executive Director.

XI. Credit Card Policy and Charges

All staff members who are authorized to carry an organization credit card will be held personally responsible in the event that any charge is deemed personal or unauthorized. Unauthorized use of the credit card includes: personal expenditures of any kind; expenditures which have not been properly authorized; meals, entertainment, gifts, or other expenditures which are prohibited by budgets, laws, and regulations, and the entities from which the Organization receives funds.

The receipts for all credit card charges will be given to the Bookkeeper within a month of the purchase, along with proper documentation. The Bookkeeper will verify all credit card charges with the monthly statements. A record of all charges will be given to the Bookkeeper with applicable allocation information for posting. A copy of all charges will be attached to the monthly credit card statement when submitted to the Executive Director for approval and signing.

XII. Accruals

To ensure a timely close of the General Ledger, the Organization may book accrual entries. Some accruals will be made as recurring entries.

Accruals to consider:

1. Monthly interest earned on money market accounts, certificates of deposits, etc.
2. Recurring expenses, including employee vacation accrual, prepaid corporate insurance, depreciation, etc.

XIII. Bank Account Reconciliations

6. Executive Director receives all bank statements, provides copies to the Bookkeeper, The Executive Director reviews the statements for unusual balances and/or transactions.
7. The Executive Director gives the statements to the Bookkeeper for timely reconciliation as follows: a comparison of dates and amounts of deposits as shown in the accounting system and on the statement, a comparison of inter-account transfers, an investigation of any rejected items, a comparison of cleared checks with the accounting record including amount, payee, and sequential check numbers.
8. The Bookkeeper will verify that voided checks, if returned, are appropriately defaced and filed.
9. The Bookkeeper will investigate any checks that are outstanding over six months.
10. The Bookkeeper will attach the completed bank reconciliation to the applicable bank statement, along with all documentation.
11. The reconciliation report will be reviewed, approved, dated, and initialed by the Executive Director.

XIV. Petty Cash Fund

Petty cash funds are maintained by the Organization. The funds are to be used for miscellaneous or unexpected purchases and the same approval procedures apply as mentioned in the cash disbursement section.

1. The petty cash fund will not exceed \$180 and is always kept in a locked file cabinet.
2. The Bookkeeper oversees the petty cash fund.
3. All disbursements made from petty cash are acknowledged with a receipt.
4. All money returned to the petty cash fund is counted and verified by the Bookkeeper and another staff member. Receipts for items purchased with petty cash must be included with the return and should include appropriate account allocations as well as supervisor approval.
5. The Bookkeeper will count the cash in the petty cash fund on a bi-monthly basis or when the account is below \$25, whichever comes first.
6. The petty cash fund will be available for periodic unannounced audits by the Executive Director.
7. No checks will be cashed by the petty cash fund.

XV. Property and Equipment

Property and equipment include items such as:

1. Office furniture and equipment
2. Computer hardware
3. Computer software
4. Leasehold improvements

It is the Organization's policy to capitalize all items with a useful life of more than one year and which have a unit cost greater than one thousand dollars (\$1,000). Items purchased with a value or cost less than one thousand dollars (\$1,000) will be expensed in the period purchased.

The depreciation period for capitalized assets is as follows:

Computer Hardware	5- 10 years
Office Equipment	5- 10 years

Office Furniture	5- 10 years
Computer Software	5 years
Building and Improvements	40 years

1. A Fixed Asset Log is maintained by the Bookkeeper including date of purchase, asset description, purchase/donation information, cost/fair market value, donor/funding source, identification number, life of asset.
2. The Log will be reviewed by the Executive Director.
3. The IT Manager shall be responsible for maintaining information regarding the location and condition of property and equipment.
4. Annually, a physical inspection and inventory will be taken of all fixed assets and reconciled to the general ledger balances.
5. The Executive Director shall be informed in writing of any change in status or condition of any property or equipment.
6. Depreciation is recorded at least annually. Depreciation is computed using the straight-line method over the estimated useful lives of the related assets. Any impaired assets discovered during the inventory will be written down to their actual value.

XVI. Personnel Records

1. Personnel files shall contain the following documents: an application and/or resume, date of employment, position and pay rate, authorization of payroll deductions, W-4 withholding authorization, termination data where applicable, a signed confidentiality agreement, a signed acknowledgement of receipt of Employee Handbook, an emergency contact form, and other forms as deemed appropriate by the Executive Director and the Director of Transportation.
2. All employees will fill out an I-9 form and submit the allowable forms of identification to the Executive Director or the Director of Transportation.
3. The completed I-9 forms will be kept in a secure location separate from the personnel files.
4. All personnel files are to be kept in a secure, locked file cabinet and accessed only by authorized personnel.
5. The Executive Director has primary responsibility for personnel records of senior center staff. The Director of Transportation has primary responsibility for personnel records of transportation staff.

XVII. Payroll Processing

1. Timesheets are to be prepared by all staff on the approved form (on paper or electronically) and submitted semi-monthly on the 16th and 1st of the month. If the 16th and/or 1st of the month fall on a weekend or holiday, the timesheets are to be submitted the day prior to the weekend or holiday. Exceptions to the submittal date may occur and will be communicated accordingly.
2. Timesheets are to be kept **on a daily basis**.
3. Employees may be required to indicate which programs they have worked on in their timesheets, dependent on grant requirements or other cost accounting measures.
4. Any corrections to timesheets kept electronically are recorded by the payroll time and attendance software.
5. Timesheets are to be approved by the employee and the employee's supervisor for submission to the Bookkeeper, who reviews all the timesheets and processes payments through the payroll software.
6. Any changes to the standing information of the payroll register from the prior period including addition of new employees, deletion of employees, or changes in base pay rate must be

accompanied by an Employment Information Form [Personnel Action Form] and signed by the Executive Director or Director of Transportation before the change can be made.

7. The Bookkeeper will process payroll in a timely manner and record vacation time, holiday hours, sick time, and any other information deemed necessary to properly reflect time worked.
8. Executive Director and Director of Transportation will routinely review the vacation and sick balances for accuracy
9. Paystubs will be distributed by the Executive Director and/or Director of Transportation, or their named designee, on the 7th and 22nd of each month. If the 7th and/or the 22nd fall on a Saturday or holiday the paystubs will be distributed the day before. If the 7th and/or the 22nd fall on a Sunday, they will be distributed on the next subsequent workday.
10. If the employee requests that his/her check be turned over to a third party, the request must be made in writing prior to distribution.
11. The Executive Director and Director of Transportation will review payroll expenditures and allocations monthly.
12. All quarterly federal and state payroll reports will be prepared and filed appropriately by Paychex and the Bookkeeper and Executive Director shall review for accuracy.
13. All W-2 statements are issued to employees prior to January 31st of the following year for the prior calendar year by the Bookkeeper.

XVIII. 401K Reconciliation

401 (k) accounts must be reconciled annually to ensure all payroll deductions have been paid to the corresponding 401 (k) account for that employee. We match employee contributions up to 5%.

As a non-ERISA employer, we do not manage 401 (k) accounts beyond processing payroll deductions at the employee's request. We do not provide guidance to employees, so ERISA is not required.

XIX. End of Month and Fiscal Year-End Close

1. The Executive Director will review and sign off on all month- and year-end journal entries. They will be printed and filed for audit trail purposes.
2. At the end of each month and fiscal year end, the Executive Director will review all balance sheet accounts including verification of the following balances: cash accounts match the bank reconciliations, fixed assets accounts reflect all purchases, write-downs and retirements, accounts receivable and payable accounts match outstanding amounts due and owed.
3. The income and expense accounts review will include reconciliation to amounts received and expended and verification that payroll expenses match the payroll reports including federal and state payroll tax filings.
4. Once the final monthly and fiscal year-end financial statements are run, reviewed, and approved by the Executive Director, no more entries or adjustments will be made into that month or year's ledgers.
5. At the end of the fiscal year, the outside CPA will prepare the annual Return for Organization Exempt from Income Tax (IRS Form 990). The return will be presented to the Executive Director, the Board Finance Committee, and the Board Chair for their review and approval. The Executive Director will then file the return with the Internal Revenue Service by the annual deadline.
6. All other appropriate government filings including those required by the state tax board and attorney general's office will be completed and filed with the appropriate agency.

XX. Financial Reports

The Bookkeeper will prepare the monthly and annual financial reports for distribution to the Executive Director and Director of Transportation. The reports will include: balance sheet, statement of income and expenses, budget versus actual report for each program which has an established budget, a budget versus actual report for the organization, accounts receivable aging, accounts payable register and aging, cash flow projection, and any other requested reports.

Periodic and annual financial reports will be submitted to the Finance Committee and Board of Directors for review and approval.

XXI. Fiscal Policy Statements

1. All cash accounts (except petty cash) owned by the Organization will be held in financial institutions which are insured by the FDIC.
2. All capital expenditures with a useful life of more than one year and which exceed one thousand dollars (\$1,000) will be capitalized.
3. Employee or public personal checks will not be cashed through the petty cash fund.
4. No travel cash advances will be made except under special conditions and pre-approved by the Executive Director.
5. Reimbursements will be paid upon complete expense reporting and approval using the Organization's official form. Reimbursements to the Executive Director will be authorized by the Director of Transportation. Reimbursements to the Director of Transportation will be authorized by the Executive Director.
6. Any donation to the Organization for the delivery of its programs and services and which has a value exceeding (\$250) will be recorded and a letter acknowledging the donation will be sent to the donor.
7. In-kind volunteer services that require specialty skills are recognized as in-kind donations.
8. The Executive Director, Transportation Director and three designated Board members are the signatories on the Organization's bank accounts. Disbursements exceeding \$5,000 require a second signature by an authorized board or staff member.
9. Bank statements will be reconciled monthly. All bank statements will be given unopened to the Executive Director for review.
10. Accounting and payroll records will be kept in locked file cabinets in the finance office and only parties with financial and/or HR responsibility will have access to the keys. The length of time in which accounting, and personnel records will be stored is dictated by the Document Retention Policy.

Appendix 1: Chart of Accounts

Account #	Account	Type	Detail type
1000	Petty Cash	Bank	Cash on hand
1058	Ops Reserve - Transportation (6880)	Bank	Money Market
1059	Transportation Capital Reserve (9027)	Bank	Money Market
1060	Operating - Transportation (6631)	Bank	Checking
1061	SC Operating (6607)	Bank	Checking
1067	Cascade Park Apartments (0441)	Bank	Checking
1068	6927 Sr. Ctr. Capital Reserve	Bank	Checking
1069	6615 Sr. Ctr. Operating Reserve	Bank	Money Market
	CPA START UP ACCT	Bank	Checking
1130	Accounts Receivable	Accounts receivable (A/R)	Accounts Receivable (A/R)
1137	Accounts Receivable - Transportation	Accounts receivable (A/R)	Accounts Receivable (A/R)
0	Uncategorized Asset	Other Current Assets	Other Current Assets
1139	Accrued Receivables	Other Current Assets	Other Current Assets
1150	Employee Advances	Other Current Assets	Employee Cash Advances
	Deposits in Transit	Other Current Assets	Undeposited Funds
	Inventory Asset	Other Current Assets	Inventory
1421	Building	Fixed Assets	Buildings
1422	Building Additions	Fixed Assets	Buildings
1423	Equipment	Fixed Assets	Machinery & Equipment
1430	Construction In Progress	Fixed Assets	Buildings
1497	Accumulated Depreciation	Fixed Assets	Accumulated Depreciation
1500	Cascade Park Apt	Fixed Assets	Buildings
1170	Prepaid Insurance	Other Assets	Security Deposits
1252	Prepaid Rebate	Other Assets	Security Deposits
2004	Employee Deductions	Accounts payable (A/P)	Accounts Payable (A/P)
2105	Accounts Payable	Accounts payable (A/P)	Accounts Payable (A/P)
2110	Accounts Payable:Vehicle Insurance Accounts Payable	Accounts payable (A/P)	Accounts Payable (A/P)
2136	Accrued Fuel	Accounts payable (A/P)	Accounts Payable (A/P)
	Accounts Payable:2105 Accounts Payable	Accounts payable (A/P)	Accounts Payable (A/P)
	Consolidated CC 5414	Credit Card	Credit Card
2002	Accrued Payroll Taxes:SUI/ WA Adm Fund Payable	Other Current Liabilities	Federal Revenue Tax Payable
2005	Accrued Payroll Taxes:Accrued L&I Tax EE	Other Current Liabilities	Payroll Tax Payable
2101	Transfers (inter-company)	Other Current Liabilities	Other Current Liabilities
2141	Accrued Payroll Liabilities	Other Current Liabilities	Other Current Liabilities
2142	Accrued Payroll Liabilities:Accrued Health Insurance	Other Current Liabilities	Other Current Liabilities
2150	Accrued Expenses	Other Current Liabilities	Other Current Liabilities

2152	Accrued Vacation	Other Current Liabilities	Other Current Liabilities
2153	Sales Tax Payable-SC, TS	Other Current Liabilities	Sales Tax Payable
2154	Accrued Payroll Taxes	Other Current Liabilities	Payroll Tax Payable
2155	2155 L & I Payable	Other Current Liabilities	Payroll Tax Payable
2156	Accrued Payroll Liabilities:Accrued Garnishment Payable EE	Other Current Liabilities	Other Current Liabilities
2158	Retirement Matching Payable	Other Current Liabilities	Other Current Liabilities
2166	Roth Plan Payable	Other Current Liabilities	Other Current Liabilities
2167	401K Plan Payable	Other Current Liabilities	Other Current Liabilities
2202	Accrued Payroll Taxes:Federal Withholding Tax EE	Other Current Liabilities	Payroll Tax Payable
2204	Accrued Payroll Taxes:Accrued Social Security Tax EE	Other Current Liabilities	Payroll Tax Payable
2206	Accrued Payroll Taxes:Accrued Medicare Tax EE	Other Current Liabilities	Payroll Tax Payable
2207	Accrued Payroll Taxes:Accrued WA PFL/PML Taxes EE	Other Current Liabilities	Payroll Tax Payable
2209	Child Support Payable	Other Current Liabilities	Other Current Liabilities
2228	Accrued Health Care Reimbursement	Other Current Liabilities	Other Current Liabilities
2230	Garneau-Nicon Grant Payable	Other Current Liabilities	Other Current Liabilities
2236	FESH -Lambert Grant	Other Current Liabilities	Other Current Liabilities
2400	Suspense -	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Accident AFLAC	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Accident EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued AD&D EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Cancer AFLAC EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Dental EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued GTL EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Hosp. Indemnity	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued LT Disability EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Medical EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued Health Insurance:Accrued Short Term D EE	Other Current Liabilities	Other Current Liabilities
	Accrued Payroll Liabilities:Accrued HSA EE	Other Current Liabilities	Other Current Liabilities
	Fuel Accrual	Other Current Liabilities	Other Current Liabilities
2231	Cascade Park KCHA Loan	Long Term Liabilities	Other Long Term Liabilities
2233	PPP Loan	Long Term Liabilities	Notes Payable
2235	CDBG Note Payable	Long Term Liabilities	Notes Payable
1	Opening Balance Equity	Equity	Opening Balance Equity
3150	Beginning Balance Equity	Equity	Owner's Equity
3151	Fund Balance Equity	Equity	Retained Earnings
2	Client Clearing Income	Revenue	Non-Profit Revenue
3	Client Clearing Income 2	Revenue	Non-Profit Revenue
3001	King Co. CDBG Grant	Revenue	Non-Profit Revenue

3010	State payment for Work Study Staff	Revenue	Non-Profit Revenue
5001	WSDOT Fares	Revenue	Service/Fee Revenue
5002	Fares	Revenue	Service/Fee Revenue
5005	Fares-CAT	Revenue	Service/Fee Revenue
5015	KC Metro-CAT 2	Revenue	Service/Fee Revenue
5020	KC Metro-CAT	Revenue	Service/Fee Revenue
5025	KC Metro-VS	Revenue	Service/Fee Revenue
5031	WSDOT Capital Vehicle Purchase	Revenue	Service/Fee Revenue
5032	WSDOT	Revenue	Service/Fee Revenue
5040	Rebates for Safety	Revenue	Non-Profit Revenue
5070	City of North Bend	Revenue	Service/Fee Revenue
5100	Snoqualmie Tribe	Revenue	Service/Fee Revenue
5101	Donations	Revenue	Service/Fee Revenue
5102	Restricted Contributions	Revenue	Non-Profit Revenue
5105	Miscellaneous Donations	Revenue	Service/Fee Revenue
5106	Nutrition Grants - Other	Revenue	Sales of Product Revenue
5107	Other Revenue	Revenue	Non-Profit Revenue
5130	Trips Income	Revenue	Service/Fee Revenue
5150	Miscellaneous Income	Revenue	Non-Profit Revenue
5154	KC Shape up	Revenue	Service/Fee Revenue
5155	King County	Revenue	Service/Fee Revenue
5159	City of Seattle nutrition	Revenue	Service/Fee Revenue
5160	City Grants	Revenue	Service/Fee Revenue
5161	KC - VSHSL	Revenue	Service/Fee Revenue
5164	Bingo Income	Revenue	Service/Fee Revenue
5165	Interest Income	Revenue	Service/Fee Revenue
5170	Fundraising Income	Revenue	Service/Fee Revenue
5171	FR-Events	Revenue	Service/Fee Revenue
5180	Class Fees	Revenue	Service/Fee Revenue
5185	Lunch	Revenue	Non-Profit Revenue
5190	Memorial Donations	Revenue	Service/Fee Revenue
5200	Construction	Revenue	Other Primary Revenue
5205	Building Rentals	Revenue	Service/Fee Revenue
5211	Memberships	Revenue	Service/Fee Revenue
5225	Thrift Store Income	Revenue	Service/Fee Revenue
5255	Grants & Contracts-Other	Revenue	Service/Fee Revenue
5256	Accounting fees Income (Intercompany)	Revenue	Service/Fee Revenue
5257	Cust Fees Income (intercompany)	Revenue	Service/Fee Revenue
5258	Supe fees Income (Intercompany)	Revenue	Service/Fee Revenue
	Billable Expenditure Revenue	Revenue	Non-Profit Revenue
	Billable Expense Income	Revenue	Non-Profit Revenue
	Sales of Product Income	Revenue	Sales of Product Revenue
	Sales of Product Revenue	Revenue	Sales of Product Revenue

	Sales of Product Revenue (466)	Revenue	Sales of Product Revenue
	Unapplied Cash Payment Income	Revenue	Unapplied Cash Payment Revenue
	Cost of Goods Sold	Cost of Goods Sold	Supplies & Materials - COGS
4	Client Clearing Expense	Expenditures	Other Miscellaneous Service Cost
5012	Uniform Allowance	Expenditures	Other Business Expenses
5037	Landscaping	Expenditures	Repair & Maintenance
5050	Property Insurance	Expenditures	Insurance
5065	Taxes	Expenditures	Taxes Paid
5173	Capital Proj. Manager	Expenditures	Legal & Professional Fees
5265	Miscellaneous	Expenditures	Other Business Expenses
6000	Programs	Expenditures	Other Business Expenses
6010	Consulting	Expenditures	Legal & Professional Fees
6100	Food	Expenditures	Other Business Expenses
6102	Trips Expense	Expenditures	Travel
6110	Accounting fees (Intercompany)	Expenditures	Other Business Expenses
6115	Cust fees (intercompany)	Expenditures	Other Business Expenses
6118	Custodial	Expenditures	Repair & Maintenance
6120	Supe fees (Intercompany)	Expenditures	Other Business Expenses
6150	Trips Fuel	Expenditures	Travel
6172	Bingo Cash Paid Out	Expenditures	Advertising/Promotional
6200	Telephone & Radio	Expenditures	Other Business Expenses
6201	Payroll Expenses:Wages:Vacation Wages	Expenditures	Payroll Expenditures
6202	Payroll Expenses:Wages:Holiday Pay	Expenditures	Payroll Expenditures
6203	Payroll Expenses:Wages:Sick Wages	Expenditures	Payroll Expenditures
6204	Payroll Expenses:Wages:Salary	Expenditures	Payroll Expenditures
6205	Payroll Expenses:Wages:Admin-VS	Expenditures	Payroll Expenditures
6210	Permits & Licenses	Expenditures	Other Business Expenses
6249	Facilities - CAT	Expenditures	Other Business Expenses
6350	Fuel	Expenditures	Other Business Expenses
6425	Recruiting	Expenditures	Office/General Administrative Expenditures
6450	Medical Exams	Expenditures	Other Business Expenses
6475	Non-Allowable	Expenditures	Other Business Expenses
6500	Training Expenses	Expenditures	Other Business Expenses
6501	Payroll Expenses:Wages:Training Wages	Expenditures	Payroll Expenditures
6550	Drug & Alcohol Testing	Expenditures	Other Business Expenses
6575	Safety	Expenditures	Other Business Expenses
6650	Licenses	Expenditures	Other Business Expenses
6653	Marketing	Expenditures	Other Business Expenses
6655	Bank & Finance Fees	Expenditures	Other Business Expenses
6656	Merchant Fees	Expenditures	Bank Charges
6889	CAT Vehicle Maintenance	Expenditures	Repair & Maintenance
6891	Vehicle Glass	Expenditures	Other Business Expenses

6892	Vehicle Tires	Expenditures	Other Business Expenses
6900	Payroll Expenses:Payroll Taxes:Social Security (ER)	Expenditures	Other Business Expenses
6901	Business Mileage	Expenditures	Other Business Expenses
6905	Payroll Expenses:Payroll Taxes:Medicare (ER)	Expenditures	Other Business Expenses
6915	Payroll Expenses:STD	Expenditures	Payroll Expenditures
6950	Vehicle Insurance	Expenditures	Other Business Expenses
8000	Labor	Expenditures	Other Business Expenses
8001	Payroll Expenses:Wages	Expenditures	Other Business Expenses
8003	Rental Manager	Expenditures	Other Business Expenses
8004	Payroll Expenses:Health Insurance Reimbursement	Expenditures	Payroll Expenditures
8006	Payroll Expenses:Payroll Service (Paychex)	Expenditures	Payroll Expenditures
8009	Bookkeeping and Accounting	Expenditures	Legal & Professional Fees
8011	Professional Fees	Expenditures	Other Business Expenses
8012	Credit Card Fees	Expenditures	Other Business Expenses
8015	Supplies	Expenditures	Other Business Expenses
8020	Postage	Expenditures	Other Business Expenses
8025	Utilities	Expenditures	Utilities
8035	Repairs & Maintenance	Expenditures	Repair & Maintenance
8036	Security	Expenditures	Other Business Expenses
8038	Vehicle Maintenance	Expenditures	Other Business Expenses
8050	Insurance	Expenditures	Other Business Expenses
8060	Depreciation Expense	Expenditures	Other Business Expenses
8071	Health Insurance	Expenditures	Payroll Expenditures
8080	Printing	Expenditures	Office/General Administrative Expenditures
8093	Shape-up	Expenditures	Other Business Expenses
8115	Office Expenses	Expenditures	Other Business Expenses
8120	Computer - hardware	Expenditures	Other Business Expenses
8125	Dues, Meetings, Training, Certs	Expenditures	Other Business Expenses
8130	Computer - software	Expenditures	Other Business Expenses
8140	Payroll Expenses:Payroll Taxes:L&I Tax (ER)	Expenditures	Payroll Expenditures
8142	Payroll Expenses:Payroll Taxes:SUI/WA Adm (ER)	Expenditures	Payroll Expenditures
8150	FALSE Alarm	Expenditures	Other Business Expenses
8166	Write off	Expenditures	Other Business Expenses
8170	Fundraising Expense	Expenditures	Other Business Expenses
8171	Fundraising - events	Expenditures	Other Business Expenses
8173	Project Manager	Expenditures	Other Business Expenses
8177	Cascade Park Expenses	Expenditures	Other Business Expenses
8185	Advertising Expense	Expenditures	Advertising/Promotional
8206	Remodeling Project (CDBG Grant)	Expenditures	Other Business Expenses
8210	Storage Fees	Expenditures	Rent or Lease of Buildings
8212	Independent Contractors	Expenditures	Other Miscellaneous Service Cost

8214	B&O	Expenditures	Other Business Expenses
8220	Payroll Expenses:Retirement Matching (ER)	Expenditures	Payroll Expenditures
	Cascade Park Costs	Expenditures	Other Business Expenses
	Disputed CC charges	Expenditures	Other Business Expenses
	Metro CAT	Expenditures	Other Business Expenses
	Operating Expense	Expenditures	Office/General Administrative Expenditures
	Payroll Expenses	Expenditures	Payroll Expenditures
	Payroll Expenses:Payroll Taxes	Expenditures	Payroll Expenditures
	Payroll Expenses:Wages:Employee Ins. Reimbursements	Expenditures	Payroll Expenditures
	Payroll Taxes	Expenditures	Payroll Expenditures
	Petty Cash Reimb.	Expenditures	Office/General Administrative Expenditures
	Purchases	Expenditures	Supplies & Materials
	Unapplied Cash Bill Payment Expense	Expenditures	Unapplied Cash Bill Payment Expenditure
	Voided Check	Expenditures	Other Business Expenses
	Cash Over / Short	Other Revenue	Other Miscellaneous Revenue
	Reconciliation Discrepancies	Other Expenditure	Other Miscellaneous Expenditure

Appendix 2: Cash Handling and Receipts

The Organization adheres to the cash handling procedures outlined in the manual (refer to Cash Receipts and Bank Deposits). In addition, there are procedures specific to: Nutrition program; Program/Class fees; the Thrift Store; and Transportation.

Nutrition

The policies and procedures for handling donations to the Nutrition program are based on the policy defined by the City of Seattle/King County's Aging and Disability Services.

Washington State Senior Nutrition Program Standards on Donations:

Participants must be given an opportunity to make a voluntary and confidential donation toward the cost of the meal(s) they are receiving. The participant's privacy must be protected in regard to their donation or lack thereof. The amount of a person's donation should be determined by the participant. The Organization must clearly inform participants that there is no obligation to contribute and all contributions are voluntary. No older person may be denied a meal because they will not or cannot donate toward meal costs.

All donations are considered program income and must be used to increase the number of meals served, facilitate access to the meals, and/or provide other support directly related to the nutrition services.

Aging and Disability Services Senior Nutrition Services, Donation Policy

The Organization follows generally accepted accounting principles and maintains written procedures for handling participant donations that comply with the following practices:

Collecting. There should be a safe, confidential place for participants to donate cash or checks toward the cost of meals.

Handling & Counting. At least two (2) staff or trained, supervised volunteers should be present when cash donations are handled. A log sheet that shows the date, number of diners, and amount of donations collected should be maintained, and initialed by both volunteers/staff.

Donations must be kept separate from other funds and specifically assigned to the nutrition program in the agency's financial tracking system.

Depositing. All cash must be stored in a locked location until deposited.

All cash received should be deposited to an Agency account, within 72 hours, unless the agency determines a less frequent process is more reasonable and safer. Deposit slips must be submitted to the Agency's finance or accounting office.

All cash donations received should be submitted to the agency's accounting department to be recorded and signed off by the manager.

Deposit slips should be reconciled with the daily donations log by the manager on a regular (daily, weekly, or monthly) basis, depending on frequency of the meal service, and amount of donations.

Any variations to the above policy must be made through a written request to the Aging and Disability Services, Program specialist.

Mt Si Senior Center procedure

Participants sign in for lunch at the kiosk and make a voluntary donation, cash or check or credit card (2022 suggested prices: donation of \$4.00 for seniors, \$7.00 for all others). Payment is recorded in the register and payment is kept in the cash drawer. Participants then receive a lunch ticket. The Receptionist or front desk volunteer cashes out at the end of the day by running a register report, adding up the payments, and reconciling the report and payments. A second staff person or volunteer reviews the register report and reconciles to the payments. Both people initial the register report. The end of day register report and payments are placed in an envelope and then provided to the Membership and Volunteer Coordinator or Executive Director who lock up the money until the bank deposit can be processed. The Membership and Volunteer Coordinator verifies the total cash or checks for each day submitted and complete the deposit cover sheet, which serves as a log. Deposits are kept in the safe until taken to the bank. Deposit logs are provided to the Bookkeeper at month end, or more frequently, for entry into the accounting software.

Thrift Store

Two thrift store volunteers and/or staff count the cash and checks and credit cards received at the end of each business day. They run a register report and reconcile the payments to the report. The Membership and Volunteer Coordinator verifies cash and checks submitted and completes the deposit cover sheet. The Executive Director review the bank deposit and end of day register report. Receipts are kept in the safe until taken to the bank. Deposit logs are provided the Bookkeeper at month end, or more frequently, for entry into the accounting software.

Other programs (dance classes, trips, memberships, etc.)

Participants sign in for their activity or program at the kiosk and pay by cash or check or credit card. Payment is recorded in the register and payment is kept in the cash drawer. Participants then receive a receipt. The Receptionist or front desk volunteer cashes out at the end of the day by running a register report, adding up the payments, and reconciling the report and payments. A second staff person or volunteer reviews the register report and reconciles to the payments. Both people initial the register report. The end of day register report and payments are placed in an envelope and then provided to the Membership and Volunteer Coordinator or Executive Director who lock up the money until the bank deposit can be processed. The Membership and Volunteer Coordinator verifies the total cash or checks for each day submitted and complete the deposit cover sheet, which serves as a log. Deposits are kept in the safe until taken to the bank. Deposit logs are provided the Bookkeeper at month end, or more frequently, for entry into the accounting software.

Transportation Department

Drivers turn in fares daily. No cash is left on the buses overnight. Fares are kept in the transportation safe. The call taker will count the fares weekly, rolling coins if needed. Total fares are given to the Bookkeeper. The Bookkeeper verifies the total cash or checks submitted, logs the amount in to the accounting software to the transportation program accounts to be deposited into the bank. Fares are kept in the safe until taken to the bank.

Appendix 3: Purchasing Procedures for Snoqualmie Valley Transportation Employees

The following procedures are in place so that Snoqualmie Valley Transportation follows Mt. Si Senior Center's Accounting Policies.

1. Types of Purchasing

- A. Credit Cards
 - SVT business credit card
 - 76 station
 - Chevron gas station
- B. Business Accounts
 - Napa
 - O' Reilly
 - Carquest Duvall Auto Parts
 - Verizon
- C. Other
 - Reimbursements
 - Bus Washing Tokens
 - Pay by check

2. Purchasing:

- A. All purchases, whether you are using credit cards, business accounts, bus washing tokens or using your own cash, need to be pre-approved by management except for fueling of SVT Vehicles.
- B. Staff may not use SVT accounts, credit cards, or tokens to buy merchandise, fuel, or wash their personal vehicle. Using SVT money or credit for own personal use will result in a disciplinary action.
- C. Dispatchers may approve, without management authorization, purchases using business accounts that are \$50.00 or less.
- D. Operations Manager may approve purchases that are necessary for the function of our fleet or the operations of the office that are a \$100 or less.
- E. All other purchases over \$100 must have authorization by the Director of SVT.
- F. The Director or Operation Manager will need the following information prior to approval:
 - What is being purchased
 - Description of the purchase with the item code,
 - Why the purchase is necessary,
 - Location of purchase such as the Web address (https:), or
 - An estimate, quote, or actual price of the purchase,
 - And, if paying by company check, you must submit a check request form found on the SVT Share driver. (S:\Forms\Admin)

- G. To receive reimbursement for any purchases bought using your own money, you must have prior approval for the purchase. Failure to do so could result in non-reimbursement. To submit for reimbursement:
- Fill out a Reimbursement form (SVT Share drive: S:\Forms\Admin\HR)
 - Attach receipt
 - Submit to Operations Manager or Director
3. **Receipts** -All purchases must have a receipt with the following information.
- A. General
- Name of the purchaser
 - Date
- B. For bus specific purchases the receipts, including receipts given for purchases on SVT business account, need to include bus number and route number. If you are buying parts or equipment for another vehicle, use the bus number you are buying for.
- C. For fuel purchases, include your name, date, bus and route number and bus mileage.
4. **Vehicle repairs and maintenance** - Dispatch can authorize repair and bus maintenance such as A, B, C, D and E servicing, tire repair and minor repairs. All other repairs must have approval. To receive approval, the following information is important prior to approval:
- A. What is wrong with the bus and type of repair needed?
- B. A quote or estimate from the vendor.

Appendix 4: Document History

Version control instructions:

1.xxx – first number changes when Board adopts fiscal policies or there are major changes to the manual

x.001 – last number changes when a procedure changes that does not require Board approval.

Version	Action	Approval Authority	Action Date
1.000	Adoption of Fiscal Policies	Mt. Si Senior Center Board of Directors	1/26/2016
	Adoption of Accounting Procedures Manual	Executive Director and Accounting & HR Technician	1/26/2016
1.001	Added procedure around credit card processing	Executive Director and Accounting & HR Technician, Reviewed by Finance Committee and Auditor	3/15/2016
2.000	Board adopted revised fiscal policy statement adding Transportation Director and a second board member as authorized signatories on bank accounts	Mt. Si Senior Center Board of Directors	3/25/2016
3.000	Board adopted revised fiscal policy statement adding Transportation Director three board members as authorized signatories on bank accounts This policy change also results in a wording change to the Division of Responsibilities – Board of Directors.	Mt. Si Senior Center Board of Directors	6/28/2016
4.000	Board adopted a revised fiscal policy statement regarding the Procurement Process, including the establishment of a Direct Payments List and the articulation of how new vendor relationships are established.	Mt. Si Senior Center Board of Directors	6/28/2017
5.000	Board adopted policies on Operational Reserves and Cash Reserves. Revised principal steps in cash receipts process. Updated limit for bank account. SVT purchasing procedures inserted as Appendix 3. Current General Ledger codes updated.	Mt. Si Senior Center Board of Directors “ “ Executive Director and Director of Transportation Accounting & HR Technician, Executive Director	8/28/2018

6.000	<p>Board approved revisions including clarifying principal steps in the cash receipts process, cash handling, restriction on writing blank checks, and that employees may be asked to note program time on timesheet depending on grant requirements. Revised Bookkeeper to Accounting & HR Technician.</p> <p>Board adopted a revised policy statement where checks in excess of \$10,000 must be authorized by Board of Directors. This is addressed in expenditure authority.</p> <p>Current General Ledger codes updated.</p>	Mt. Si Senior Center Board of Directors	6/10/2019
7.000	<p>Proposed are multiple changes through the document to reflect process changes that have come as a result of outsourcing the bookkeeping, issuing checks direct from the bank's electronic bill pay module, outsourcing payroll to Paychex, change in accounting software, implementation of Square registers, and clarification regarding procurement of vendors through a competitive proposal process.</p> <p>Chart of accounts revised significantly.</p>	Mt. Si Senior Center Board of Directors	10/21/2020
7.001	Finance committee approved addition of an appeal process for public bids.	Mt. Si Senior Center Finance Committee	12/22/2020
8.000	<p>Changes approved by the Board include:</p> <ul style="list-style-type: none"> - reflecting process changes resulting from bringing bookkeeping back in house - new audit firm - retirement of Sage accounting software - change <i>required</i> frequency deposits from 2 days to 5 days for the senior center and at mid-month and end-of-month for transportation - strike the sentence that says we will not keep accounts over FDIC insured limits at bank - increased petty cash fund not to exceed from \$100 to \$180 - statement on donor acknowledgement revised to align with IRS standards - update GL codes (Ben to provide) 	Mt. Si Senior Center Board of Directors	9/21/2021



To the person reading this grant...

Here are some of the many letters we received in support of this grant application. The reason we are here is because these riders and businesses need us to continue to operate. And while it's generally hard to get folks to write actual letters in support of a cause, we put the word out and the letters came pouring in; people and businesses who took the time out of their busy days to let us know what SVT means to them. Read them and hear their voices.

Thanks to WSDOT for recognizing our need for so many years and for supporting us. We are so grateful that we can help so many of our neighbors in so many ways. And to the person reading this and weighing the pros and cons of the many grant applications, thanks for volunteering to do that; it's a tough job and we hope we've done well.

We love what we do and want to continue to do it.

Kind regards,

Amy Biggs
Director

Wendy Wright
Operations Manager

Carole Hill
Dispatch Supervisor

Art Garza
Driver Supervisor

Rip Riley
Dispatcher

Jodi Scott
Call Taker

Mia McCorvey
Call Taker

Naomi Nguyen
Dispatcher

Charlotte Sines
Dispatcher

Randall Reeves
Dispatcher

Kathryn Hale
Call Taker

Robin Roettger
Call Taker

And the superstar Driver of SVT:

Al, Cano, Carlos, Chandler, Daniel, Dave, David, Doug, Heidi, Jean, Marcus, Marsha Lee, Mike, Molly, Nick, Stacy, Tammy, Tommy, Trevor, and our 2024 WSDOT Wall of Fame recipient, Wesley.

They couldn't sign... they're on the roads doing what we do best!



August 27, 2024

Snoqualmie Valley Transportation (SVT)
1308 Boalch Ave NW
North Bend, WA 98045

To Whom It May Concern:

I am writing to express my wholehearted support for the Snoqualmie Valley Transportation Program. As a dedicated advocate for their mission, I have had the opportunity to see firsthand the significant impact they are making both within our community and beyond. Numerous customers and employees rely on the SVT Program, and it is crucial that this valuable service remains available to them in the future.

The SVT Program consistently surpasses expectations in advancing its mission. Their commitment to creating positive societal change shines brightly within the non-profit sector. The organization's steadfast dedication and effective strategies have yielded impressive results.

Given their outstanding work, I want to reiterate my strong support for Snoqualmie Valley Transportation and their efforts. With continued backing, I am confident they will achieve even greater success and drive further positive change.

Thank you.

A handwritten signature in blue ink, appearing to read "Mark Murray". The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Mark Murray
General Manager
North Bend Auto Sales LLC
DBA: North Bend Chevrolet
DBA: Energy Auto Sales
(425) 888-0781 Ext 5

North Bend Auto Sales, LLC
106 Main Avenue North, North Bend, WA 98045
(425) 888-0781

September 6, 2024

I am writing to express my strong support for Snoqualmie Valley Transit (SVT) and the invaluable services they provide to our rural community. As the Executive Director of Reclaim, a local nonprofit serving our unhoused and insecurely housed community members, I have witnessed firsthand the positive impact reliable transportation services have on the quality of life for individuals and families in our area.

In rural communities like ours, accessible and dependable transportation is not just a convenience but a critical lifeline. SVT's commitment to maintaining a robust transportation network ensures that our residents can reach essential services, including healthcare, education, employment opportunities, and social services. This support is particularly crucial for those who are elderly, disabled, living in poverty, or otherwise underserved.

The services SVT offers contribute significantly to reducing isolation and enhancing mobility, which are key to fostering a thriving community. Their dedication to serving a diverse range of needs, from daily commutes to special transportation requests, reflects a deep understanding of the unique challenges faced by rural residents.

I also want to commend their staff for their professionalism and compassion. The positive feedback I have heard from fellow community members and clients highlights SVT's efforts to go above and beyond in ensuring that passengers have a safe and pleasant experience. Their work not only keeps our transportation system running smoothly but also strengthens the fabric of our community by connecting people in meaningful ways.

Given the many benefits that Snoqualmie Valley Transit brings to our area, I urge continued support and investment in their services. Ensuring the sustainability and growth of their operations will be vital to meeting the evolving needs of our rural community. I am confident that with ongoing support, SVT will continue to make a substantial difference in the lives of many.

Please do not hesitate to reach out if there are ways our agency can further assist in supporting SVT's mission.

Sincerely,



Jennifer Kirk
Executive Director
jenk@reclaimstability.org
(425) 505-0038



Serving the Snoqualmie Valley Seniors and Their Families Since 1975
An Affiliate Site of Sound Generations
4610 Stephens Ave-P.O. Box 96-Carnation, WA 98014-(425) 333-4152

August 30, 2024

Re: Snoqualmie Valley Transportation

To Whom it may concern,

I am writing to express my support for the Snoqualmie Valley Transportation. The Sno-Valley Senior Center and its members are very dependent on the shuttle buses. Local senior citizens are able to use it to go to the doctor, grocery store, foodbank, hair appointments, library and bank plus many other places. Without this option, people could not get to work or carry on with the activities of daily living. There are not a lot of other options out here in the rural unincorporated Snoqualmie Valley. There is very little Metro bus service so the Snoqualmie Valley Transportation is a lifeline for many. **Snoqualmie Valley Transportation needs to be fully funded. This crucial service must continue to operate.**

A key benefit of The Snoqualmie Valley Transportation is that it goes where people need to go at the times they need to go. It is on-time. The drivers are very friendly and helpful. It serves all ages. It is affordable. It is a core service to our most vulnerable and poor. It is essential to the health of our communities and its citizens. Obviously, the need is great. Last year thousands of rides were provided. That's impressive!

The Sno-Valley Senior Center heartily endorses and supports Snoqualmie Valley Transportation. It is an essential service to our local senior citizens for their health and social well-being. We are fully behind their goal to be an integral part of a long-term strategic plan for reliable, convenient, safe and affordable transportation in Snoqualmie Valley that will enable all of our residents to get where they need to go.

I am happy to answer questions or provide more details if needed. You can contact me at 425-333-4152, ext 1 or by e-mail at kiraa@soundgenerations.org

Sincerely,

Kira Avery

Executive Director
Sno-Valley Senior Center



Community In Action

September 3, 2024

To Whom It May Concern:

I am writing to express my strong support for Snoqualmie Valley Transit. As the Executive Director of the Snoqualmie Valley Food Bank, I see every day the impact that reliable public transit plays in the lives of our community members, particularly the vulnerable populations that rely on the food bank's services.

In our rural area, transportation options can be limited, and for many of our clients, the local transit system is a lifeline. Public transit enables our clients to access essential services such as food distribution, medical appointments, and other support. Without dependable transit options, many would face significant challenges in meeting their basic needs or combating isolation.

Our food bank serves a diverse population, including families with young children, elderly individuals, recently resettled refugees, and people with disabilities. For these individuals, the availability of public transit can make the difference between regular access to nutritious food and falling through the cracks of our support system. Many of our clients do not have cars, and the transit services provided by SVT are crucial for their ability to reach us and benefit from the resources we offer. We're grateful for the door-to-door service of SVT, which enables clients to be dropped off immediately in front of the food bank, eliminating the barrier of walking to the bus stop – essential for many clients with physical limitations.

Here at Snoqualmie Valley Food Bank, we believe that the health of our community depends on the well-being of those in it. And the well-being of some of the most vulnerable populations in our community depends on public transit and Snoqualmie Valley Transit.

Sincerely,

Alison Roberts

Alison Roberts

Executive Director

Snoqualmie Valley Food Bank



**LIVE BOLDLY.
LIVE WELL.**

September 3, 2024

To Whom It May Concern,

Re: The Importance of Public Transit for Our Community and Patients

At Snoqualmie Valley Health, we believe that access to reliable transportation is a vital component of ensuring equitable healthcare for everyone in our community. One of the primary barriers our patients face in receiving necessary care is transportation. Without a dependable transit system like Snoqualmie Valley Transportation (SVT), many of our patients would be unable to attend their appointments, access preventive care, or receive timely medical attention.

For us, public transit isn't just a convenience—it's a lifeline. It bridges the gap between our patients and the care they need, especially for those who do not have access to a personal vehicle or find it challenging to drive due to age, disability, or financial constraints. SVT buses provide a crucial service by helping our patients reach us, whether for routine check-ups, essential treatments, or emergency care.

Public transit, like SVT, helps keep our community healthy and connected. It ensures that distance is not a barrier to receiving care and enables us to fulfill our mission of providing high-quality healthcare to all, regardless of their access to transportation.

We are proud to support public transportation in our region and are grateful for the vital role that SVT plays in enhancing the well-being of our patients, employees, and the broader Snoqualmie Valley community.

Sincerely,

Renée K. Jensen, FACHE
Chief Executive Officer
ReneeJ@snoqualmiehospital.org



September 5th, 2024

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA 98045

Dear Ms. Biggs,

I am writing to express our support for Snoqualmie Valley Transportation (SVT) and the vital services you provide to our community. At A Supportive Community For All, we know how incredibly important access to reliable and affordable transportation is for those we serve.

Transportation is more than just a means of getting from one place to another; it is a lifeline for many folks in our community. For individuals and families facing economic hardship, the availability of public transit can mean the difference between accessing essential services or going without. SVT is a crucial option to ensure community members can attend medical appointments, access food banks, seek employment, or engage in other critical activities necessary for their well-being and self-sufficiency.

Our organization serves as a centralized access point for human services in the Snoqualmie Valley and leads the Snoqualmie Valley Human Services Coalition. We know that SVT's bus routes and services bridge gaps for low-income individuals and families, offering them the mobility needed to overcome barriers and improve their quality of life. Your commitment to maintaining and enhancing transportation options is crucial in ensuring that our community members do not face additional hardships due to transportation challenges. Additionally, community members who are able to utilize SVT's services often find themselves better able to participate in local activities, pursue educational opportunities, and engage more fully in community life.

In conclusion, SVT is an indispensable part of the fabric of our community. Your dedication to providing accessible transportation options is deeply appreciated and has a far-reaching positive impact on the lives of those we serve. We wholeheartedly support and advocate for the continued success and expansion of Snoqualmie Valley Transportation's services.

Thank you for all that you do to enhance mobility and support our community.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jody Miesel".

Jody Miesel, MSW
Executive Director at A Supportive Community For All



UMPQUA BANK

August 28, 2024

Amy Biggs, Director
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA 98045

Dear Director Biggs,

I am writing on behalf of **Umpqua Bank at North Bend** to express our strong support for **Snoqualmie Valley Transportation (SVT)**. As a vital service provider in our community, SVT plays an essential role in ensuring that our customers can access in-person banking services, which are crucial for their financial well-being.

Many of our customers rely on SVT's bus services to visit our branch, enabling them to manage their banking needs effectively. This accessibility is particularly important for those who may not have other means of transportation. By facilitating their ability to conduct in-person banking, SVT helps us maintain strong relationships with our customers and supports their financial stability.

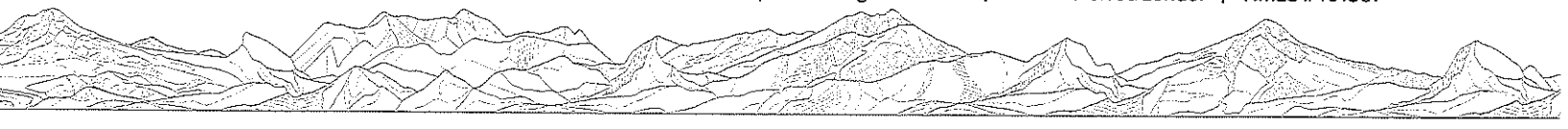
Additionally, SVT's services are invaluable in connecting employees to jobs across the Valley. As the manager of SnoValleyJobs.com for the SnoValley Innovation Center, I work with over 125 businesses in the area. The reliable transportation provided by SVT is a key factor in ensuring that employees can reach their workplaces efficiently, contributing to the overall economic health of our community.

We deeply appreciate the efforts of SVT in providing these essential services and strongly support their continued operation and expansion. Their work not only benefits our customers and employees but also enhances the quality of life for all residents in the Snoqualmie Valley.

We are deeply grateful for your leadership in providing transportation options for all our residents and employees.

Sincerely,

Rob Wotton, MBA
Vice President and Senior Bank Manager



To whom it may concern;

My name is Wendy Wright, and I have had the privilege of working with Snoqualmie Valley Transportation (SVT) for 16 years. Throughout the years, we've often asked our riders and local businesses for support letters, but who better to convey the significance of SVT than someone who has been with the organization since its inception? I've experienced SVT from various roles—driver, call taker, dispatcher, trainer, and operations manager—but it's seeing SVT through the eyes of our riders and drivers that fills me with pride and truly shows me how vital this service is.

I have always believed that SVT is more than just a transportation service. Yes, we provide rides, but our commitment to the community goes far beyond that. Every day, we hear stories of how we've made a difference in someone's life—whether it's helping a stranded motorist or tourist, or simply having a driver offer a friendly smile that turns a bad day into a reminder that someone cares.

At SVT, we take the time to connect with our riders, understand their challenges, and celebrate their victories. Our staff is dedicated to helping people navigate their journeys, whether it's planning trips using other transit agencies or connecting them with essential social services. One of the initiatives I am most proud of is our 'Navigator Spreadsheet'—a comprehensive list of local human services and transportation options that we created to better serve our community. This resource was so valuable in indicating the need for more human services in our area that it became an integral part of a Community Needs Assessment that led to a new nonprofit called Supportive Community for All. This initiative is a testament to our ongoing commitment to the people we serve.

What I love most about my job is that I can proudly say—and truly mean—that we value our riders, the community and our drivers. This is a job where each day you go home knowing you helped a fellow human being. I get to say with all honesty that everyone, no matter who they are—staff, riders, or the community—are treated with respect and decency. I also have the privilege of seeing the passion in the people I work with and how deeply they care about the importance of their work.

However, for us to continue providing these essential services and to expand them to help even more people, adequate funding is critical. With the right support, we can further assist rural areas where transportation options are currently limited or nonexistent. Expanding our services and keeping SVT operating not only helps individuals but also boosts the local economy by bringing more revenue to local businesses, helping our communities grow, and relieving traffic on already overburdened roads.

We know our job, we know the needs of our community, and we are always looking for ways to improve and better serve the people of Snoqualmie Valley. We understand the importance of reliable, affordable transportation and the difference it makes to everyone, whether they ride the bus or not.

SVT is more than a service; it's a community within a community. We're proud to be here, and I'm proud to be a part of it. I hope you'll join me in supporting SVT, as we continue to be a crucial resource for the Snoqualmie Valley.

Thank you for your consideration.

Sincerely,

Wendy Wright
Snoqualmie Valley Transportation
wwright@SVTbus.org

CITY OF CARNATION



September 6, 2024

Amy Biggs
Mt. Si Senior Center
PO Box 806
North Bend, WA 98045

RE: Letter of Support: Sno-Valley Transportation

Dear Ms. Biggs,

The City of Carnation is grateful for the invaluable service Sno-Valley Transportation provides to our community and surrounding cities. Sno-Valley Transportation understands the unique transportation needs in the region, offering reliable and accessible options to connect residents to employment opportunities, services, after-school activities, and each other.

Sno-Valley Transportation has significantly impacted the lives of those who are elderly, disabled, or lack the funding to secure a personal mode of transportation. Safe and dependable transportation helps to bridge gaps and break down barriers to movement, ensuring that all residents have the opportunity to participate fully in all of the benefits our community has to offer.

Your commitment to increasing transportation options has had a positive impact on the economic development of the Valley by providing easier access to job opportunities and local commerce.

The City of Carnation is in full support of Sno-Valley Transportation's mission and encourage community members and policymakers alike to recognize and support the vital role you play in enhancing the quality of life for all residents.

Sincerely,

Jim Ribail, Mayor

Brodie Nelson, Councilmember

Jessica Merizan, Councilmember

Adair Hawkins, Deputy Mayor

Ryan Burrell Councilmember

Rhonda Ender, City Manager



Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA 98045

Dear Amy Biggs,

On behalf of the Empower Youth Network, I would like to voice support for Snoqualmie Valley Transportation as an integral transportation resource for local residents. Rural and suburban as our valley is, many people are reliant on either their personal vehicles or local public transit. With limited metro bussing available, Snoqualmie Valley Transportation fills much needed gaps for those unable to drive.

Our organization primarily serves all valley youth, as well as low-income families. There are many cases in which someone that we serve may choose to, or need to, use SVT's services. Youth and families use the shuttles to attend local events, get to and from school, work, necessary basic resources like the local food banks, appointments, and more. Without access to transportation through SVT, they would be isolated from the rest of our community.

Snoqualmie Valley Transportation is an essential resource for not only youth and families, but all in our valley. A thriving, resilient community is well resourced and well connected, which fundamentally requires Snoqualmie Valley Transportation.

Thank you,

Max Harrison

A handwritten signature in black ink that reads 'Max Harrison'.

Executive Director

Empower Youth Network

The Empower Youth Network is a federally registered private, non-profit charitable organization with the IRS (TIN #46-4274413).

Empower Youth Network | PO Box 910 | Carnation | WA | 98014 | 425-333-6614



September 4, 2024

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA. 98045

Dear Amy,

I am pleased to offer this letter of support on behalf of Encompass.

Encompass serves children from birth through age eight and their families living within the boundaries of the Snoqualmie Valley, Riverview, Issaquah, and Skykomish School Districts. In the Snoqualmie Valley, Encompass is the sole provider of clinic and home-based therapy services for young children, we are the only pediatric therapy clinic accepting Washington State Apple Health Insurance, we provide the only preschool through the Early Childhood Education Assistance Program (ECEAP) for low-income families, we provide the only Spanish speaking Parent Child Interaction Therapy (PCIT) coach on the Eastside, and we are one of only 19 neurodevelopmental centers in Washington State.

SVT is an essential service in the Snoqualmie Valley. Many rural families in our area are isolated from other services and lack transportation. They count on SVT services to help them get to their children's appointments. We are so grateful to have the SVT as a resource for families. The transportation SVT provides is a critical service for many of the families living in poverty and served by Encompass.

In addition, we have several employees who utilize SVT busses to get to work and would not be able to help young children with their work without SVT.

If you have any questions or need further information, please contact me at nela.cumming@encompassnw.org or 425-888-3347.

Sincerely,

Nela Cumming, MSW
Executive Director

September 6, 2024

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA, 98045

RE: 2025-2029 WSDOT Consolidated Grants Program

Dear Amy Biggs:

On behalf of Hopelink, we are writing to express our support of Snoqualmie Valley Transportation's (SVT) WSDOT Consolidated Grant application.

Snoqualmie Valley Transportation has a strong history of implementing and sustaining programs designed to meet various transportation needs in Snoqualmie Valley. SVT's service is tailored to meet the unique needs of Snoqualmie Valley and helps to fill gaps in service, including serving people with disabilities, older adults, youth, and low-income populations. SVT is an expert in understanding the travel needs of the Valley, is well-connected, and actively participates in many different stakeholder groups. Particularly as the primary transportation providers in the Valley, their service is vital to the community and helps eliminate barriers in how our community gets around. Additionally, this service provides a connection to people who otherwise do not have access to a car, prefer not to drive, or are otherwise unable to drive. Without this service, many Snoqualmie Valley residents would be unable to get where they need to go easily.

SVT is a valued partner of Hopelink Mobility Management. We are especially grateful for SVT's active participation in our countywide and subregional mobility coalitions and Find a Ride's Advisory Committee for our One-Call/One-Click program. SVT programs align directly with our vision of connecting communities to improve public transportation for Snoqualmie Valley. SVT has been a pivotal partner, including the pilot and ultimate adoption of the Duvall-Monroe Shuttle and Weekend Service, as well as the publication of SVMC's 5-Year Transportation Plan and RTAP Advocacy guidebook, among other projects. SVT staff are committed to collaboration and regional partnership and have had an active and critical role in supporting the region in understanding and advocating for the Valley's transportation needs.

Hopelink strongly encourages and supports the continued funding of SVT's important services. The sustaining of this valuable program has and will continue to benefit everyone in this region. Thank you for considering our comments regarding Snoqualmie Valley Transportation's application. If you have any questions, please contact me at 425-625-6856.

Sincerely,



Staci Sahoo
Director, Mobility Management

Living Snoqualmie

NEWS FROM THE WILD SIDE



August 30th, 2024

Subject: Support for Snoqualmie Valley Transportation Services

To Whom it May Concern,

I am writing on behalf of Living Snoqualmie to express our strong support for Snoqualmie Valley Transportation (SVT) as they pursue grant funding to sustain and expand services.

As a North Bend resident and a member of our local business community, I have seen firsthand the significant impact that SVT has on our valley.

SVT provides an essential service that connects residents to vital destinations—whether it's commuting to work, attending medical appointments, or simply getting to the grocery store.

The introduction of weekend service has been a game-changer for many in our community, ensuring that those who rely on public transit are not left stranded on weekends. The upcoming door-to-door service is another incredible step forward in making transportation accessible to everyone, regardless of their location within the Valley.

Without SVT, many in our community would face significant challenges in accessing essential services and opportunities.

We are fortunate to have a service like SVT, which not only meets the needs of our residents but also enhances the quality of life in the Snoqualmie Valley. The team's dedication to ensuring that everyone has access to safe, reliable, and affordable transportation is truly commendable.

I hope that this letter of support helps to convey the importance of continued funding for SVT. I believe that maintaining and expanding these services is vital for the well-being of our community.

Sincerely,

Melissa Grant
Living Snoqualmie

August 30th, 2024

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA 98045

Dear Ms. Biggs,

I am writing to express my strong support for Snoqualmie Valley Transportation (SVT) and the essential services it provides to our community. As the owner of Snoqualmie Valley Mathnasium Learning Center, I have seen firsthand the positive impact that SVT's transportation services have on both our business and the broader community.

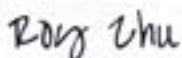
The availability of reliable public transit is crucial for our employees and students. Many of our employees and students depend on the Valley Shuttle routes to commute to work and study, especially during rush hours. This accessibility allows them to maintain consistent attendance without the stress of unreliable or unavailable transportation. Additionally, our students, especially middle school and high school students benefit from SVT's services, as many rely on public transportation to our center for educational programs.

Without SVT, our employees and students would face significant challenges in accessing our services. The continuation of SVT's current level of service, including the new weekend routes and upcoming door-to-door service, is vital for the ongoing success of businesses like ours and for the community's well-being.

Public transit plays a critical role in fostering a connected, sustainable, and accessible community. I strongly urge the State of Washington to continue its support of SVT to ensure these essential services remain available to all who need them.

Thank you for considering our perspective, and we appreciate your ongoing commitment to serving the residents of the Valley.

Sincerely,



Roy Zhu
Owner

Mathnasium Learning Center at Snoqualmie Valley



Changing Lives Through Math



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8/28/24

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Washington State Chapter
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Jody Weil (X), Supervisor, Mt. Baker-Snoqualmie National Forest

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA. 98045

To Whom It May Concern,

I am writing on behalf of the Mountains to Sound Greenway Trust to express our strong support for the funding of Snoqualmie Valley Transportation through the Washington Department of Transportation consolidated grants program. Snoqualmie Valley Transportation (SVT) is critical to the communities of the Snoqualmie Valley, providing opportunities to both residents and visitors to safely connect within this rural landscape.

The Mountains to Sound Greenway Trust (Greenway Trust) is the coordinating entity for the Mountains to Sound Greenway National Heritage Area (Greenway NHA) that connects Seattle to Central Washington and encompasses spectacular natural lands and communities, from urban areas to farms and forests and federally-designated wilderness. The significant cultural and natural heritage of this place merited recognition from the U.S. Congress in 2019. Within this landscape, the Greenway Trust supports a comprehensive transportation system that includes public transit, regional trails, and pedestrian walkways. This improves mobility, quality of life, and environmental sustainability.

The Snoqualmie Valley Transit is the only bus company in the Snoqualmie Valley that connects residents to their downtowns, schools, senior and community centers and to the King County Metro regional bus system – expanding services in a much-needed way. SVT serves those that are unable to drive to get to their jobs, enables seniors to remain active in their communities, and provides youth a way to get to and from school and after-school activities. Many of these needs remain needs beyond the Monday-Friday transportation schedule, and with funding, Snoqualmie Valley Transportation can expand their services to support the entire community, during the weeks and on weekends, supporting transit to nature as well.

Funding the Snoqualmie Valley Transportation will continue the reliable, convenient, safe and affordable public transportation in Snoqualmie Valley and will enable all residents to get where they need to go, whether it be doctor's appointments, to school, or to a local park.

Please accept our strong support for the full funding of Snoqualmie Valley Transportation.

Sincerely,

Caroline Villanova, NHA Manager
caroline.villanova@mtsgreenway.org

(*): Executive Committee Member
(X): Ex-Officio (non-voting) Director

Hello SVT—

My name is Bob Drescher. I live near Carnation. My mode of transportation is my bicycle and the SVT service.

This service enables me to get to Duwall, where I go to shop once or twice a week usually. Also, I use the service to travel to North Bend occasionally, to shop at Factory Stores Outlet. I've been using this service since it began roughly ten years ago. And so it has been of great value to me. Also, I sometimes, though rarely, may travel to Redmond or further in by means of connecting in Duwall to the 224 route. And I would also mention the library in Duwall which I use while waiting to return to Carnation on SVT. So thank you to SVT for making these services possible.

CARMELA CASTILLO (^{from} PETRU) - SPEAKS ONLY
MAY 3, (8540/)(1939) SPANISH

RIDE BUS EVERYDAY TO
SENIOR CENTER 2/25-577-2664
HAPPY W/ BUS RIDE (this guy interpreted
for me)
LIVES ALONE IN AN ASSISTED
LIVING HERE AT NORTH BEND

SHE IS VERY HAPPY ABOUT THE
BUS RIDE EVERY DAY MONDAY TO FRIDAY
TO THE SENIOR CENTER AND AFTER
LUNCH SHE TAKES THE BUS AGAIN

(Just trying to help the best I can - Carmen Haliam

If you need to formalize this into a letter I will
do it for Carmela & have her sign it)

From: Carmen Halican <sisbabes1209@gmail.com>
Sent: Sunday, June 16, 2024 10:55 AM
To: Amy Biggs <abiggs@svtbus.org>
Subject: Support

My dearest SVT Staff,

A pleasant day to all of you!

I started riding the SVT Buses on Feb 2022 and until now from my house going to the Mt Si Senior Center(2-3 times a week), to the Food Bank (once a week), to the Library, to the Valley at Dollar Tree, to Treasures in Heaven, to the Post Office, Mt Si Park, to QFC, Safeway, Factory Outlet, to our Church in Carnation and lately up to Duvall.

I couldn't imagine myself at 75 years old now how I could move independently out of my house if VST did not exist and answered my transportation needs.

The drivers are truly amazing, compassionate, courteous, friendly, helpful and caring, most especially Stacy, Chandler and Jean. The call takers, Jodi and Mia, always find ways to accommodate our ride requests all the time without fail.

Without the SVT Buses I would be just confined at home Monday through Friday. It would be a lonely and depressing life with no meaning at all.

Being able to go out of the house on my own on the SVT Buses gave me new lease on life and meaning on how to live our Senior years independently, confidently as well with peace of mind. But most of all, safe travels. It offered us new dimensions to our Senior lives.

Thank you will not be enough to express our deep gratitude on how you have transformed our lives and introduced us once again to an amazing new World for Seniors . This is simply because of your excellent service . Without the SVT buses, we will be just confined in our homes just waiting for our life's final hour.

Praises and endless thanks are all we can afford to give in return to SVT. May your flock continue to thrive as you continue to deliver a very humane service. We truly appreciate SVT!

God bless you all for all the service "well done" for us SVT Riders.

Best regards,
Carmen Halican
North Bend, WA 98045

P.S

Wishing for SVT Bus Services on weekends as well to complete our "happiness overload"

From: David Meyer <todavidmeyer@gmail.com>

Sent: Thursday, June 20, 2024 8:38 AM

To: Amy Biggs <abiggs@svtbus.org>

Subject: Support

Hello, Mrs. Amy Biggs,

My name is David Meyer, and I am a resident here in downtown Fall City. I have been using SVT since the spring of this year, otherwise I didn't really pay much attention to it. I have had some health issues that prohibit me from driving. It wasn't until I had those issues that I found how difficult it is to move around the area without a car. A friend let me know about SVT and I have been using it frequently.

I have a larger family, a spouse and three young kids (2-10 year olds, and 1-12 year old). One of the biggest uses of SVT has been to take my son mountain biking off of Exit 27. We are a part of the Mt. Si Mountain Biking club, where my son attends as a participant, and I attend as an adult supporter/sweep. We take the bus up there to meet the group, then a friend of mine is able to take us back. The ability to use SVT saved my wife about an hour if she had to take us there. With my additional 2 other kids, this is time that they could spend doing other more important things. When my kids get older, I can see them taking the SVT to go riding on their own, meet friends, or do other things that would otherwise require a parent to drive them around.

It is interesting that it isn't until you are forced to not drive that you see how important these programs are to the community.

Thank you for all that you do, and for making it easier for me to support my family and community with this service.

David Meyer
Fall City WA 98024

June 2, 2024

Amy Biggs, Director, Snoqualmie Valley Transportation

Re: Snoqualmie Valley Transportation Support

Dear Ms. Biggs,

As an occasional SVT bus rider and a parent of a SVT subscription bus rider, Randy Hedin, I would like to express my appreciation and support for the Snoqualmie Valley Transportation bus services.

We first became aware of SVT services when my special needs son was a student at Mt Si High School, and then the Transition Learning Center. He graduated from High School in 2004, and then the Transition Learning Center in 2006. In 2009 he became employed at Snoqualmie Casino.

Because he is unable to drive, over the years, he has used the bus service off and on to get to work or to appointments, and we were always very grateful for this. Due to varied scheduling at the Casino, he could only use the bus occasionally. Thankfully, he is now on a regular Monday through Friday schedule at the Casino and is able to use the subscription service, which has been such a huge relief for him and for me. (I could go on and on and on about what a relief it is and how much it is appreciated!) Also, it helps him to feel independent, he likes his drivers very much and he even looks forward to his reminder phone calls. He feels connected, secure and happy to ride the bus to and from work Monday through Friday. The drivers and the staff are all so very nice! His regular morning driver (who he watches for), Stacy, reminds him (fondly) of his Aunt Kathy, who has been a Snohomish School District bus driver for years. His regular afternoon driver, Chandler, is also very nice and friendly. Randy comes off the bus smiling and in a good mood. What a wonderful thing to see for someone who has had a rough time sometimes in life due to his disability. All of the drivers are very nice. Thank you!

I have used the bus in the past for appointments, when I was having my car repaired, and look forward to using it more, especially now that Snoqualmie Valley Transportation might be offering weekend services. The weekend services will also allow me to help my son use and understand the services and the schedule more, and to get out more independently, besides his routine rides. I also look forward to being able to enjoy some SVT rides with him. We are already talking about ride to Duvall and back to North Bend, just for fun!

I fully appreciate and support the Snoqualmie Valley Transportation continued services, which continue to improve and impress!

Sincerely,



Dee Dee Hedin

Resident, North Bend

5/3/24

My name is Denitia Gray.

I live in North Bend. I
have used SVT for 5 years.
I work and appointments
let serves alot of services as my
self. I tell people all the
time about this great part of
our community.

When my husband
was alive, he was delivered
meals, while I was at work.

He was disabled, and he
enjoyed getting a meal,
and a friendly delivery.

Thank you
Denitia Gray

To: Amy Biggs

Hello,

I am a regular SVT rider and would like to express how valuable the Shuttle is. There are no other transportation services in Carnation. In order to get out of the valley, the SVT is the ONLY way!! It goes to Duvall and Snoqualmie and here you can catch the metro bus services. I am retired and my 20 year old Dodge Van is no longer. I count on the SVT to get groceries, travel to friends homes here in the valley and for traveling to and from the Snoqualmie Casino. The drivers are all so friendly and people that I consider friends. I need the SVT!!

Deborah Murphy
425.591-4172
Carnation

From: H W <expohannah@yahoo.com>
Sent: Monday, August 26, 2024 10:55 AM
To: Amy Biggs <abiggs@svtbus.org>
Subject: support

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend, WA 98045

Subject: Support for SVT Services

Dear Amy Biggs and the SVT Team,

I am writing to express my heartfelt gratitude and support for Snoqualmie Valley Transportation (SVT). As a recent newcomer to the area, the bus system has been an invaluable resource for my family and me. The level of service and the personal touch provided by SVT have made a significant impact on our daily lives.

The convenience and reliability of SVT have allowed me to connect with my new community, transport my children to school, and commute to my new job seamlessly. Moreover, it has enabled us to celebrate special moments, such as taking my child out for ice cream on her birthday and has provided access to fresh food through trips to the farm store and farmers market. Without the SVT, none of these things would be possible for us.

What truly stands out about SVT is the exceptional kindness and cheerfulness of the dispatchers and drivers. Their positive attitudes and willingness to go the extra mile brighten our days and make our experiences with SVT enjoyable and stress-free. This level of care and dedication is something that sets SVT apart and is deeply appreciated by its riders. Additionally, it is the ONLY transit service that provides affordable access to transportation in our area.

Without SVT, our ability to access essential services and enjoy our community would be greatly diminished. The bus system is not just a means of transportation; it is a lifeline that supports our daily routines and enriches our lives.

Thank you for your ongoing commitment to providing such a valuable service. I sincerely hope that the upcoming grant process is successful, and that SVT can continue to offer the excellent service that we have come to rely on.

Warmest regards,

Hannah Wisdom
Duvall WA

14025 282nd Ct. NE Duvall WA 98019 | wisdom.hannah@outlook.com | (516)547-3469

J'myle Koretz

May 23, 2024

Dear SVT,

First, a big thank you!

I'm writing to express my sincere appreciation for the vital service Snoqualmie Valley Transportation provides to our community. As a resident of Carnation, I rely on SVT to get to work, appointments, and essential errands. Without your service, I'd be significantly limited in my ability to get around.

I've been consistently impressed by the quality of service I've received from your team. Every driver has been courteous and professional, and they always go the extra mile to ensure a smooth and comfortable ride. I'd like to specifically recognize three of your outstanding employees:

- Doug has been incredibly helpful during my job search. He's gone out of his way to offer suggestions on where to look for work and even helped me practice for interviews. His support has been invaluable.
- Tammy's cheerful demeanor and infectious smile brighten my day every time I ride the bus. She always takes the time to chat with passengers and makes everyone feel welcome.
- Marsha's experience is evident in her skillful driving and her ability to navigate even the trickiest routes. She always makes me feel safe and confident in her abilities.

I know that public transportation can be a challenging business, but I hope you and your team know how much your dedication is appreciated. The service you provide is not only a lifeline for many residents but also an integral part of what makes the Snoqualmie Valley such a wonderful place to live.

Thank you again for your commitment to our community.

Peace,

J'myle Koretz

May 29, 2024

Hello !!

Good Day

Yah!

of course I need it, and so important to me. Shuttle bus is my way of transpo. connecting to the metro bus in Duval to my work, I work Redmond Way Macdonald and sometimes in North bend macdonald too.

it is important to me I don't drive, I ~~don't~~ ^{don't} have a car. it is convenience to ride the shuttle bus to pick-up my medicine (safeway duval) and do groceries, and shopping.

Since 2015 when you started the shuttle bus, I'm your regular rider customer.

I will like to ask if the Monroe schedule when it will be back?

Respectfully Yours
Thanks and God bless

Jocelyn M. Jinnawan
32611 NE 111th Street
Carnation WA 98014

Inozualimie Valley Transportation

SVT is my life line. I use it for many appointments—medical, shopping, DMV, and social activities.

The personnel are friendly and very helpful.

Drivers are helpful and courteous.

I would be trapped home many days without them.

Thank you for your service.

Jayne Thompson

(Duvall Resident)

From: Jenny Li <jennyliweiwei@gmail.com>
Sent: Monday, June 10, 2024 10:26 PM
To: Amy Biggs <abiggs@svtbus.org>
Subject: Support.

Dear Mrs. Biggs

Our family greatly appreciates the bus. It helps my daughter get to school and back. The bus allows me to not take time off work or any other things from home. We greatly appreciate the services you provide! If you need support we can provide. Thank you very much

Sincerely,
Jenny Li (Christine Luan's Mom)
Duvall Resident

August 23, 2024

Amy Biggs
Snoqualmie Valley Transportation
P.O. Box 806
North Bend, WA 98045

Dear Amy,

I hope this letter finds you well.

My name is Maria-Cristina Marsh, fondly called Kitty by family and friends. I am an immigrant from the Philippines and a public commuter since birth. I work at Encompass Snoqualmie as an administrative assistant. I have been a daily passenger of SVT since August 2023.

I am writing to you to express my heartfelt thanks to Snoqualmie Valley Transportation for taking care of me by making sure I get to work every day. I used to work in Issaquah, but I resigned because the Metro Bus Route 208 is very unreliable. Back then, I had to make sure I was at the bus stop on Fairway Ave. by 6:00 AM to make sure I could get on it when it passes. And if I miss it, the next sure bus is the 8:00 AM schedule – the 7:00 AM is a hit or miss. And to make bad things worse, thrice, my fellow commuter and I almost did get on it because the driver “did not see us” because it was dark, necessitating my fellow commuter to run after the bus, bang on it so it would stop and we can get on it. That third time, I wrote a letter to Dow Constantine and thankfully, the bus drivers of Route 208 now slow down and look if there are people (and not “deers”) who are standing by the bus stop. But that is not only the terrible experience I have with the Metro Bus. There would be times that the trips just get cancelled – maybe because the bus had mechanical trouble, or they do not have a driver to drive the schedule. Imagine having those repeated “alibis” for my supervisor to hear! And the worst of the worst – they do reroute the pickup locations during winter and that would mean me walking for 2 miles from my home to the designated stop! Who would want to walk 2 miles uphill under windy and biting cold weather, right?

But having known the valley has SVT, I resigned from that so loved administrative assistant job in Issaquah and found work here in the valley. Being a morning rider of SVT, I get picked up from my house and brought to work every day on time! I am never late for work. I am never absent from work – because there is always a bus running and there is always a substitute driver whenever the regular driver who picks me up had to be on leave for the day. I feel safe riding the SVT as I know the company knows who rides the bus with me – unlike the regular Metro Bus, when I, my fellow passengers, and even the driver would not know if someone who is unsafe to ride with will get on the bus. And most importantly, I have made friends – with the bus drivers, with the call takers, and with fellow riders.

So, to make my long letter short – **THANK YOU SO, SO, SO MUCH SVT!** Before SVT, I felt so isolated from everything and so dependent on my husband to take me to places I needed to be. I am so grateful and feel so blessed to be in the valley now because I know this non-driving, public commuter since birth, could go to places like other driving persons because I have SVT to take me there. And I would not feel so much helpless when my husband cannot drive me because I have SVT to depend on.

Maria Cristina Marsh

Maria-Cristina (Kitty) Marsh
6724 Crest View Ave SE, Snoqualmie, WA 98065
maria.cristina.marsh@gmail.com
(818) 309-0779

From: Maguire Sherman <magsher24@gmail.com>
Sent: Thursday, May 30, 2024 2:08 PM
To: Amy Biggs <abiggs@svtbus.org>
Subject: Support

5/30/24

To Whom It May Concern,

I am writing to express my strong support for the SVT Bus service and highlight its significant benefits to me and my community members.

The SVT Bus has been incredibly beneficial for our community. My personal experiences with the transit bus have been overwhelmingly positive. I have used the bus multiple times to navigate my hometown and go to the grocery store. Additionally, my friends have relied on the bus to travel throughout the valley for various activities, such as going to movies and parks and commuting to work.

Having accessible transit options like the SVT Bus within our community is vital. It helps people get around and supports our local economy by making it easier for residents to shop locally and attend local events. Without the SVT Bus, many individuals would struggle to find alternative ways to get to work or participate in extracurricular activities, leading to increased costs and inconvenience.

The SVT Bus service enhances the quality of life for many, including those who do not have access to private vehicles or prefer not to drive. It promotes environmental sustainability by reducing the number of cars on the road and contributes to a more connected and cohesive community.

I urge you to continue supporting and investing in the SVT Bus service. Its impact on our community is profound, and maintaining this essential service will ensure that residents can continue enjoying its convenience and benefits.

Thank you for your attention to this important matter.

Sincerely,

Maguire Sherman

8421 374th Place SE
Snoqualmie, WA, 98065
magsher24@gmail.com

Hi

My name is [unclear]

is the bus [unclear]

will be a [unclear]

to [unclear]

People like me

but not [unclear]

is no [unclear]

I can drive a car

So I [unclear]

when I am [unclear]

I work at [unclear]

do you like

the bus [unclear]

Keep buses running

Thanks for all

Love

~~Love~~

Love

Love

Love

Love

Love

June 2, 2024

Dear Amy Biggs

I ride the bus from home to work at the Snoqualmie casino every week. I appreciate the service it provides. It would be a lot more complicated if that service was not available.

My bus drivers are always friendly and accommodating. The people who answer the phone are very professional. Thanks for that.

Sincerely, Randy Hedon

Resident - North Bend

MICHAEL JOHNSON c/o AMY BIGGS
Duvall, WA SVT

Hello,

I've BEEN A RIDER ON SVT

FOR 7 YEARS NOW, EVERY AM
EVERY PM, TO GET TO WORK
AND BACK.

THANK TO SVT,
I CAN DO THAT!!
WITH OUT THE SERVICE I WOULD
BE STANDERD AND UNEMPLOYED!!

IT IS SOOO RELYABLE AND SUCH
FUN BECAUSE OF THE DRIVERS
IN FACT "I KNOW ALL OF THEM"
SO MUCH SO I'VE GIVEN THEM ALL
NICKNAMES ALSO THE OFFICE CREW

THERE ARE, AND MORE RIDERS
THAT DEPEND ON SVT MORE
THAN EVER!! 😊

I WISH TO CONTINUE TO RELY
ON THIS TRANSPORTATION TO
BE ABLE TO PAY MY BILLS, THANKX, /

Scott Corbin
1634 292nd PL NE
Carnation WA 98014

June 1, 2024

Amy Biggs
Snoqualmie Valley Transportation
PO Box 806
North Bend WA 98045

Dear Ms. Biggs,

For over two years my daughter Olivia Corbin has been riding the SVT bus two days per week from Carnation to her job in Snoqualmie. Olivia has autism, and although she qualifies to use the Metro Access bus, we have found SVT to be far superior for her needs than Access. In fact, if Access was her only option for transportation, she almost certainly would not be able to keep her job. SVT is reliable, timely, and all the drivers know Olivia and treat her very well. Olivia loves riding the SVT bus!

SVT plays a very important role in my daughter's life, and we very much hope that will continue.

Sincerely,

Scott Corbin

September 3, 2024

Sarah Rainwater
31747 West Rutherford St.
Carnation, WA 98014



To Whom It May Concern,

I am writing to express my profound appreciation for the Snoqualmie Valley Shuttle and to highlight its significance to the residents of the Snoqualmie Valley area. My name is Sarah Rainwater, and I am a dedicated teacher at Chief Kanim Middle School as well as a resident of Carnation. Over the past four years (2020-2024), I have frequently utilized the Snoqualmie Valley Shuttle, and it has become an indispensable part of my daily life.

In 2020, I transitioned from a private school position to pursue my passion for public education. This decision was accompanied by a conscious effort to reduce my family's reliance on multiple vehicles. By securing a position at a public school close to Carnation, we were able to sell one of our cars. Consequently, I often commute by bicycle and rely on the Snoqualmie Valley Shuttle for transportation to and from work at Chief Kanim Middle School in Fall City. The shuttle's availability has alleviated the economic burden of maintaining an additional vehicle and provided me with a reliable and flexible transportation option.

The shuttle's hourly stops have been particularly beneficial, allowing me to attend school district events in North Bend and return home by bicycle. This flexibility has significantly enhanced my ability to balance work and personal commitments, contributing to a more sustainable and fulfilling lifestyle.

Beyond my professional life, I am actively involved in the Snoqualmie Sunflower Festival as a volunteer. The shuttle team has been instrumental in facilitating connections between festival attendees and local trails, as well as promoting the unique offerings of our small towns to visitors from outside the valley.

The Snoqualmie Valley Shuttle is not only a vital public service but also a cherished aspect of our community life. My family and I frequently use the shuttle during school breaks to explore the valley, teaching our children the value of equitable and hospitable public transportation.

In light of the shuttle's significant impact on our community, I respectfully request that you continue to support and fund Snoqualmie Valley Transportation. This invaluable resource enhances the quality of life for many residents, including myself and my family.

Thank you for your consideration.

Sincerely,
Sarah Rainwater and Family

A handwritten signature in black ink, appearing to read 'Sarah Rainwater', followed by a long, sweeping horizontal line.



From: Stacey Y <staceyyll@hotmail.com>
Sent: Monday, June 3, 2024 5:24 PM
To: Amy Biggs <abiggs@svtbus.org>
Subject: Support

Hello,

My name is Stacey Yoong and I live in Snoqualmie.

I would like to say SVT Bus is a great service to have in the Snoqualmie Valley. I have used the SVT Bus to go to my medical appointments as well as other personal rides when I do not have transportation to use. The bus drivers and representatives have always been so pleasant and courteous.

My daughter who works at a local grocery store also uses the bus to go to work. It is heaven-sent and I am so grateful to have such services available in the valley.

I hope the buses stay running and I hope the grant gets approved!

Many thanks for your support!

Stacey Yoong

8-26-2024

To whom it may concern,
I am so thankful for
SVT! I started using the
bus system a few months
ago and it has increased
my independence and my
confidence. Knowing that
I can make it to and
from appointments and
activities safely and on
time makes a huge
difference.

When I started using
SVT I was using a walker
and all of the drivers were
very helpful getting on and
off the bus. Now I walk
without assistance and
getting to my physical
therapy appointments was
very important and I
couldn't have done it
without SVT!

The reliability, safety and convenience of SVT is amazing.

Many of us on a fixed income also appreciate the cost.

The bus system also builds community by bringing riders from across the Snoqualmie valley together for activities.

Thank you for providing this service to all of us in the Snoqualmie valley, it is greatly appreciated and needed.

Sincerely,

Wendee Reid

wendee Reid 1982@gmail.com

To whom it may concern,

I write to you on behalf of DirtFish Rally School in Snoqualmie, WA. I want to express our immense support of what Snoqualmie Valley Transportation provides to not only us, but to the valley as a whole.

Due to the fact that our location is a bit tucked away, we are not very accessible by foot. If it were not for SVT and their service, we would not have as many visitors as we do. The ease of scheduling a ride around town is so inviting. Visitors aside, we also have an employee that has been using their services for the past two years. When I think about public transportation, reliability is not the first word to come to mind. However, with SVT reliability **is** the best adjective that I could use to describe them. Not only has our employee never been late, but he has also never missed a shift due to unreliable transportation.

Snoqualmie Valley Transportation is an invaluable asset to our community, and I am so grateful to live in an area that cares about their citizens enough to offer such a service. I hope to continue to see them providing rides for those in need.

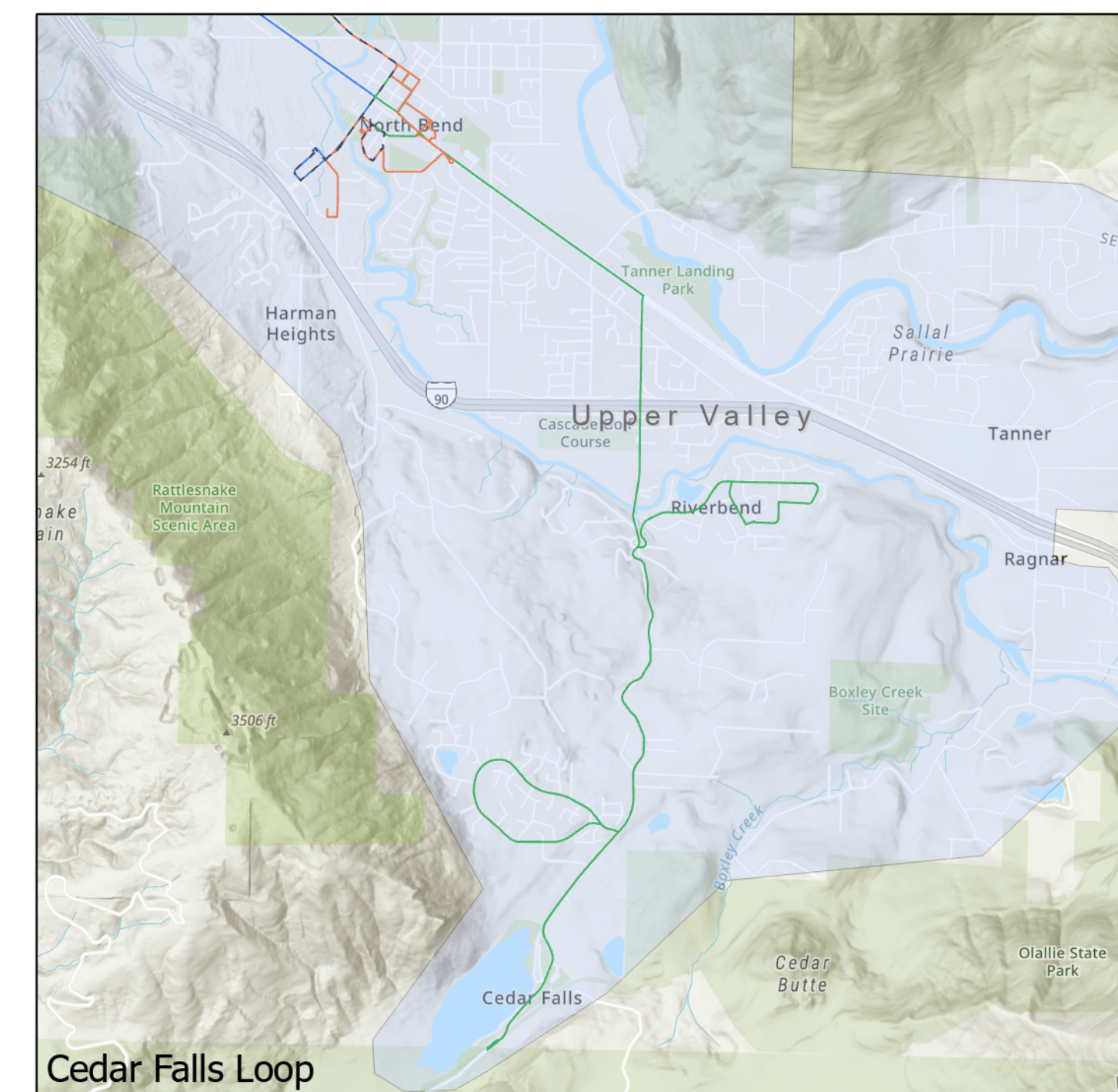
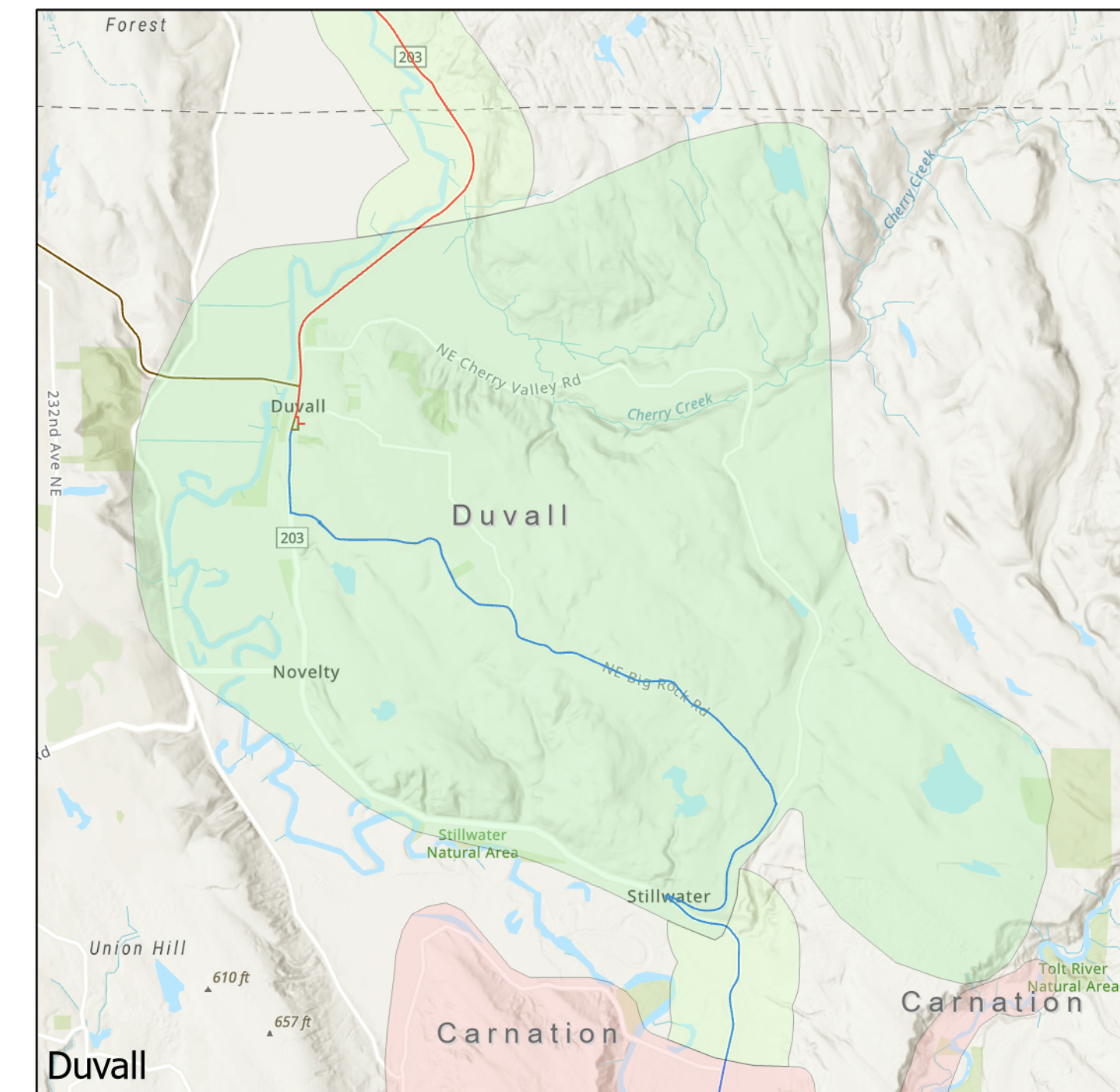
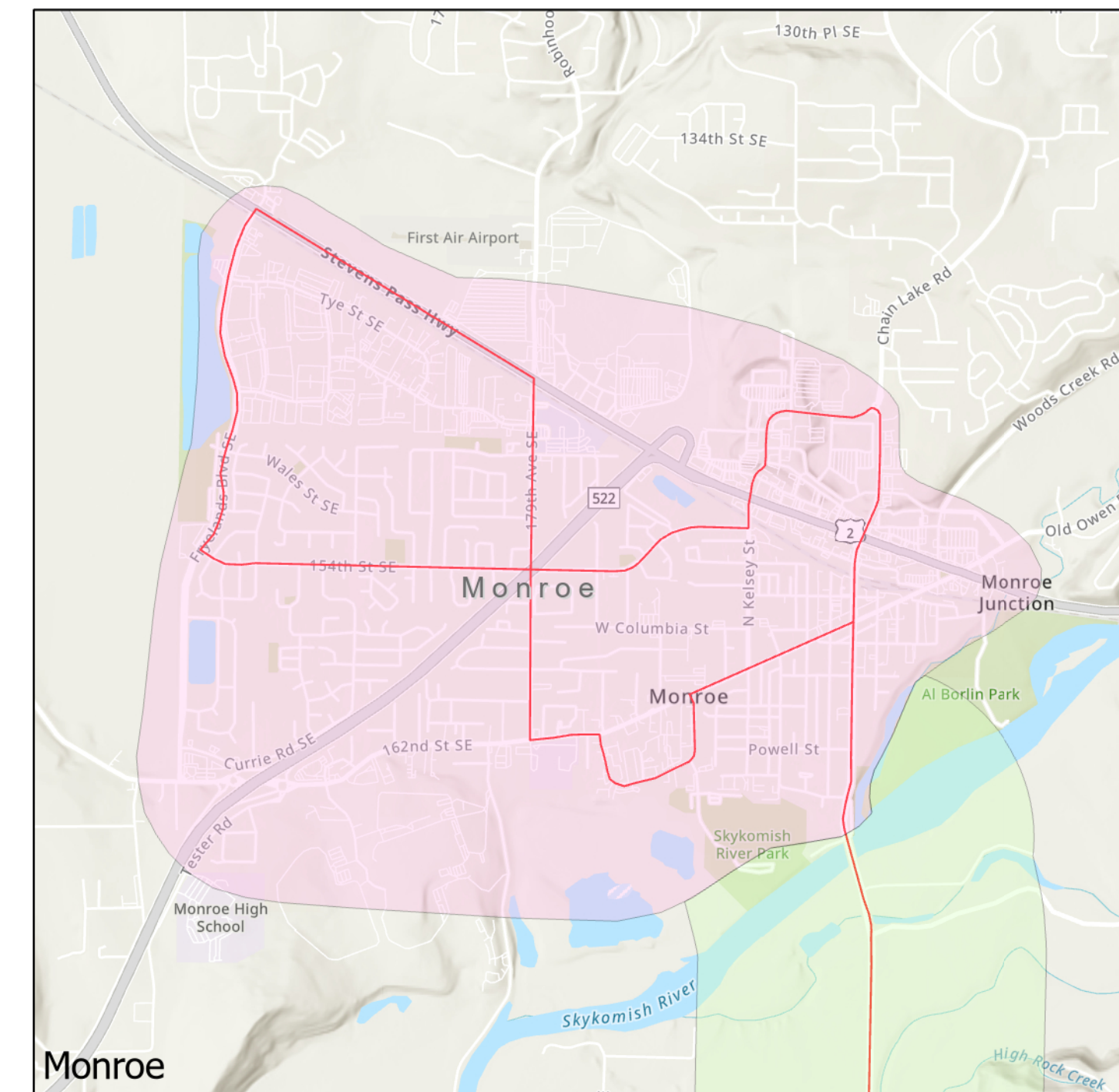
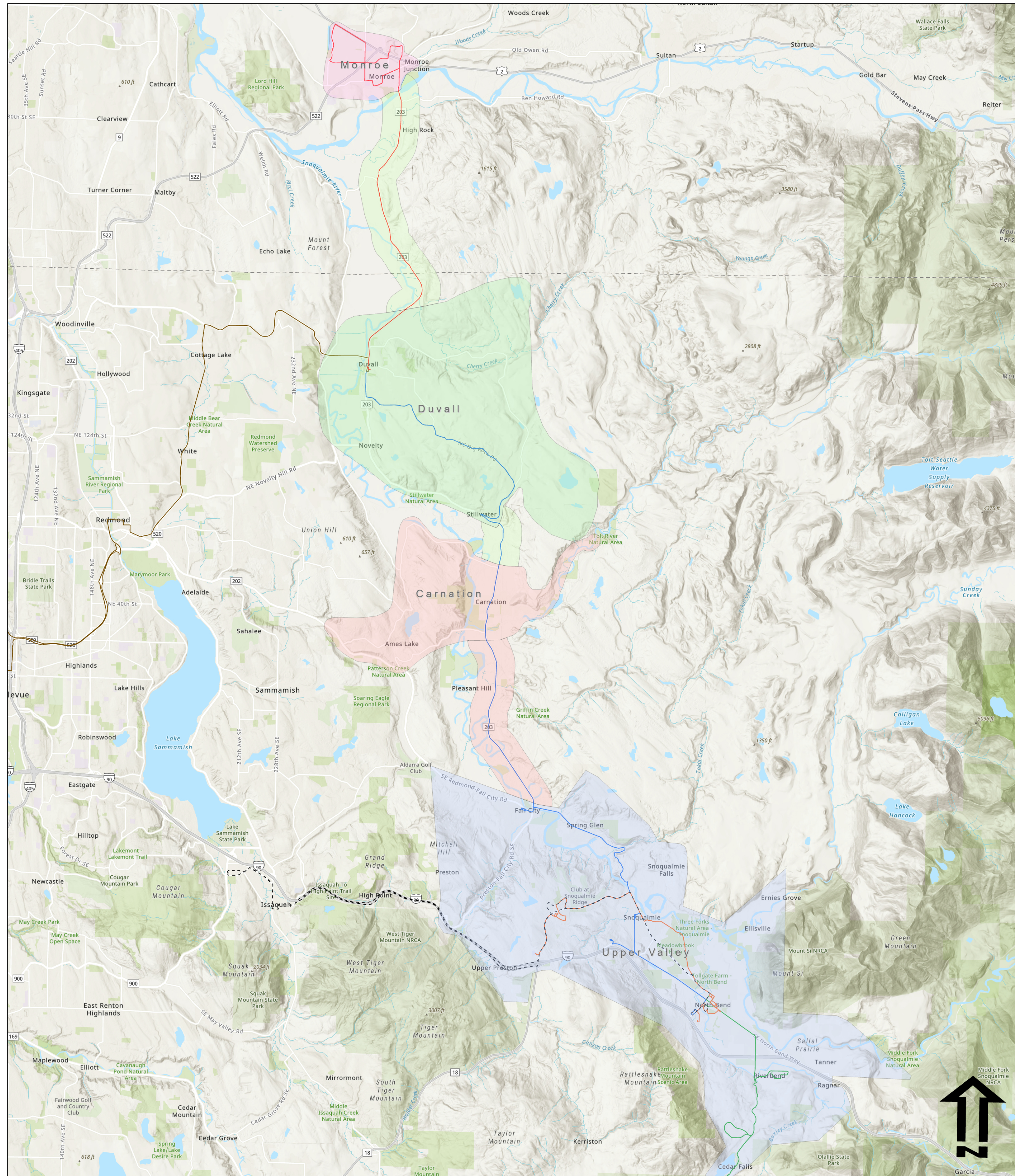
Thank you,

Zander Lozano

DirtFish Rally School

A handwritten signature in black ink, appearing to read 'Zander Lozano', written over the printed name.

Snoqualmie Valley Transportation



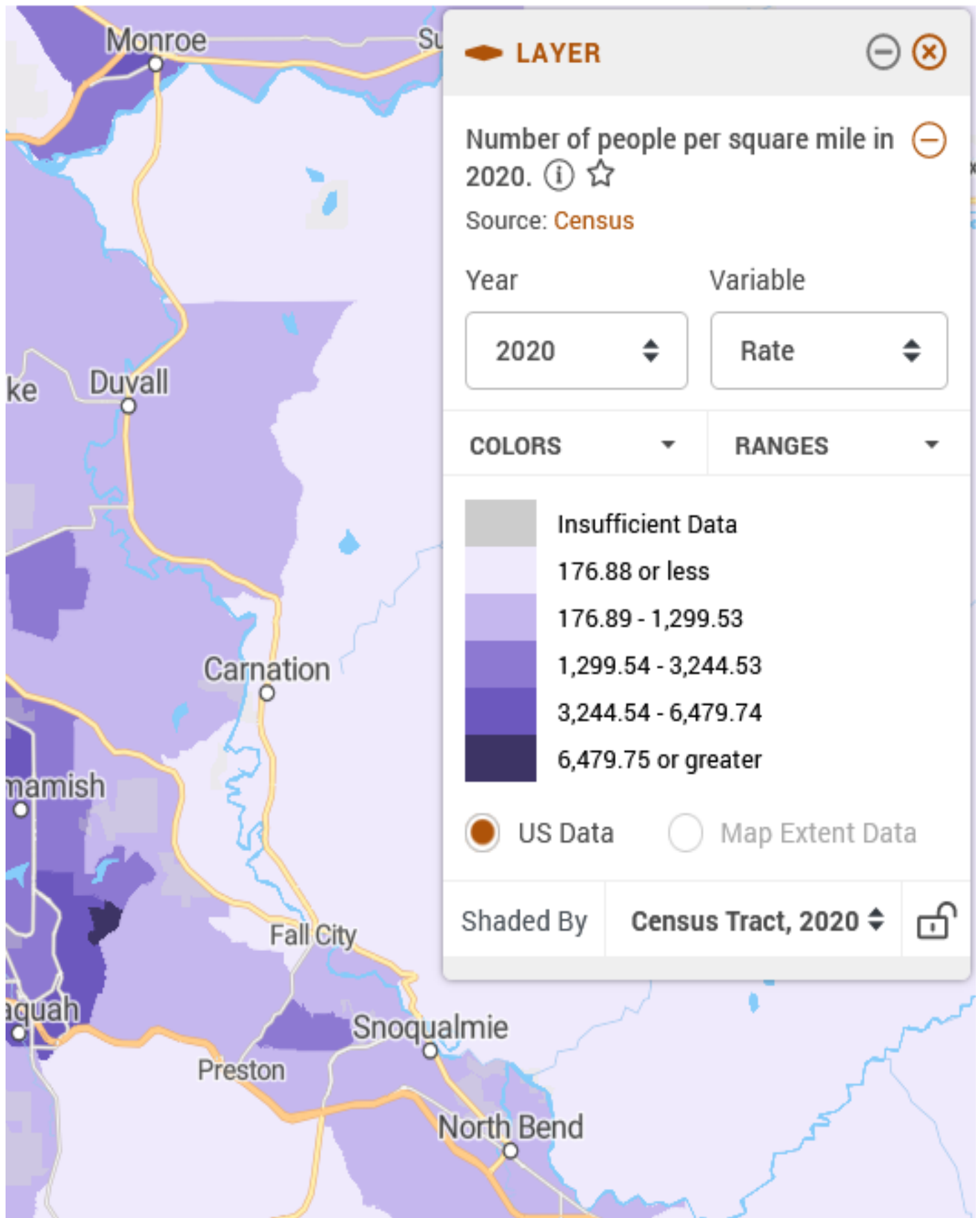
- Legend**
- Route 208: M-F 6am - 8pm & Sat 6am - 10pm
 - Route 224: M-F 4am - 9pm
 - Route 629 - Valley Shuttle: M-F every 90 minutes 6am - 9pm
 - Cedar Falls Loop: M-F circulator every hour 7 - 10am & 1 - 4pm
 - North Bend Snoqualmie Shuttle: M-F 6am - 10pm
 - Duvall Monroe Shuttle: M-F 8am - 4pm
 - Monroe Service Area
 - Duvall Service Area
 - Carnation Service Area
 - Upper Valley Service Area



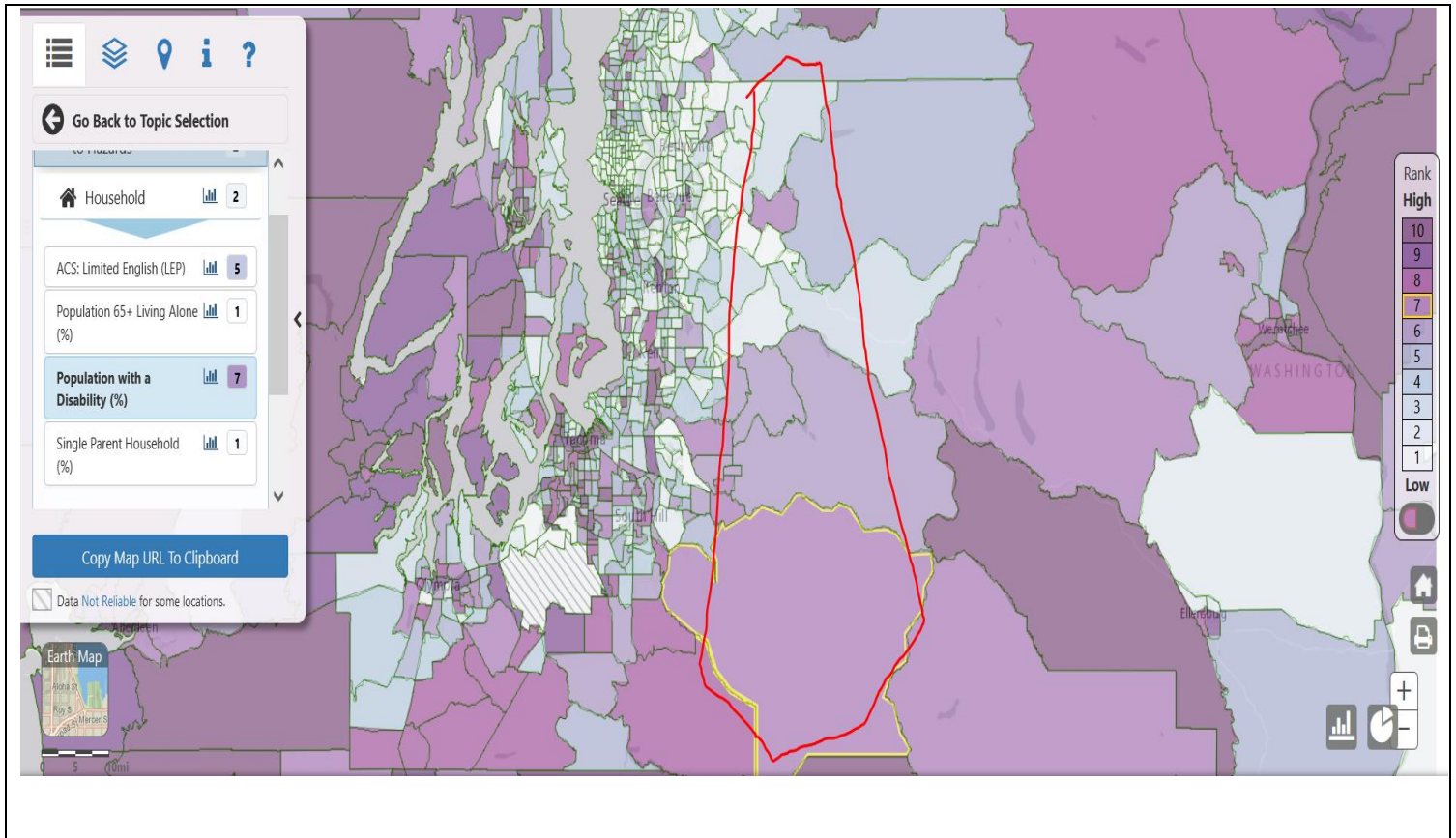
The information included on this map has been compiled by King County staff from a variety of sources and is subject to change without notice. King County makes no representations or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information. This document is not intended for use as a survey product. King County shall not be liable for any general, special, indirect, incidental, or consequential damages including, but not limited to, lost revenues or lost profits resulting from the use or misuse of the information contained on this map. Any sale of this map or information on this map is prohibited except by written permission of King County.

0 5 10 20 Miles

SVT Service Area Population Density Map - 2020



Snoqualmie Valley Report for Social Vulnerability to Hazards/Household/Population with a Disability:

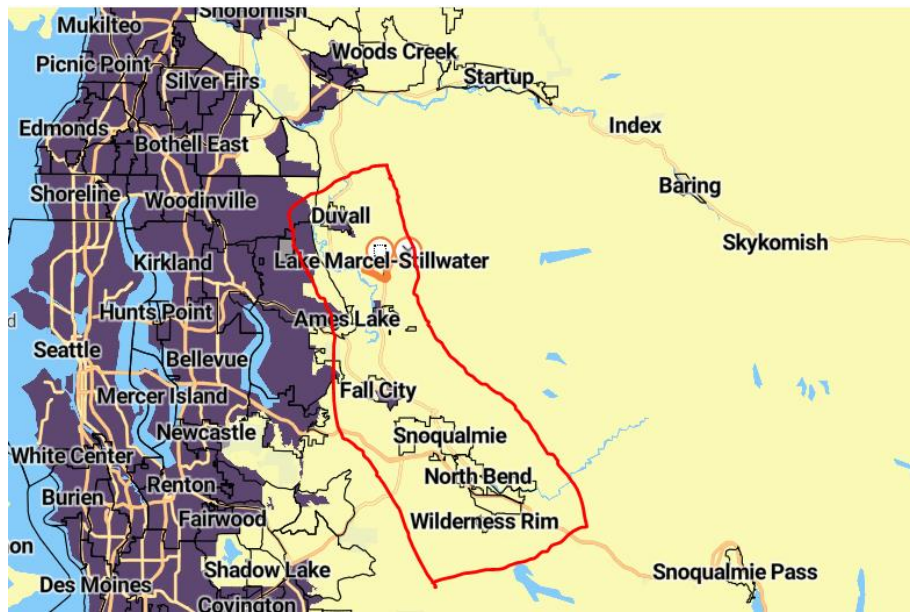


Census Block Group information on Population, Veterans, Disabled, Low income.

Source: Opportunity 360 Community Dashboard Data current as of September 2021

Area	Population	Veterans	Disabled	Living below FPL	Cost-Burdened Renters	Pop. Using Public Transit
401 Duvall	6,174	333	451	161	3,914	154
402 Unincorp.	7,025	267	499	155	934	155
500 Carnation	5,447	349	490	174	2,201	1,198
601 Fall City	3,166	456	465	76	1,953	60
210 - Preston	15,208	547	502	989	5,186	289
Monroe 1	5,732	459	722	390	2,058	218
Monroe 2	4,001	340	480	264	1,996	4
Monroe 3	5,445	621	599	240	2,396	49
Snoqualmie 1	14,491	884	681	188	4,405	797
Snoqualmie 2	2,557	143	317	56	1,181	33
Snoqualmie 3	2,468	128	121	99	1,123	247
North Bend 1 Unincorp.	6,828	655	580	376	2,431	96
North Bend 2	7,326	696	674	857	4,264	147
Totals:	85,868	5,879	6,582	4,023	34,043	3,446

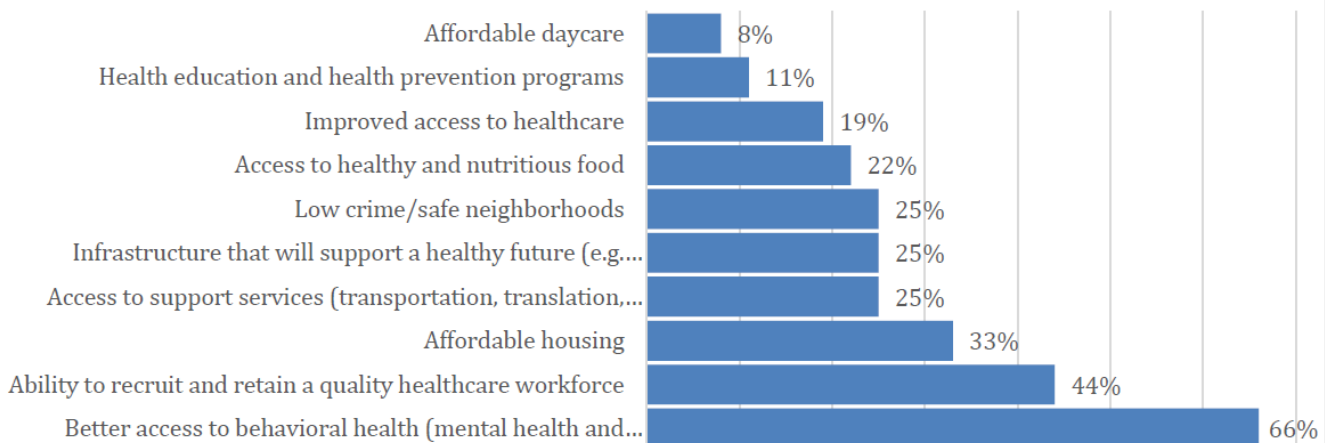
SVT service area – Yellow areas designated Rural:



Snoqualmie Valley Hospital performed a Health Assessment study in 2022. Out of the ten most important factors to improve health in the SVT service, Transportation is #4.



Exhibit 23: Most Important Factors to Improve Health and Quality of Life in the Service Area



PSRC Coordinated Mobility Plan Goals and Priorities and how SVT serves:

Below we have listed the goals and priorities of the Puget Sound Regional Transportation Plan (RTP), Appendix B: Coordinated Mobility Plans as they apply to this project.

From Coordinated Mobility Plan Page 38:

Regional Goals and Prioritized Strategies: *The Coordinated Mobility Plan features both regional goals and prioritized strategies that will help the region address mobility needs and challenges identified through targeted stakeholder outreach. The goals and prioritized strategies work together to support the overall Vision and Mission statement for coordinating transportation for people with special needs in the central Puget Sound region.*

Goals

To continue to move the region closer to the vision of mobility, quality and efficiency through regional coordination, this plan retains three overarching goals, as listed below, to address the growing mobility needs and gaps identified in Mobility Needs section.

GOAL #1 — Put People First (Quality)

People with special transportation needs feel safe and comfortable while traveling.

Our quality and dependability is outstanding – we are 99.99% on time, the buses are disinfected and cleaned daily. The driver accident rate is almost non-existent. Drivers are well trained, and trauma informed. Rider polls and surveys show we accomplish this goal.

GOAL #2 — Move People Efficiently (Efficiency)

Seamless transportation services are provided to people with special transportation needs through regional coordination to reduce possible duplication in services.

People call us and we arrange everything for them whether it's getting to the regional network or using a combination of door-to-door, deviated and fixed route service, they just call us and we work it out for them guaranteeing that the process is simple and easy to use. Because we provide services to everyone whether they walk, bike or roll, all on the same small buses, there is little to no duplication in services.

GOAL #3 — Move More People (Mobility)

Transportation helps more people with special transportation needs get to the places they want to go.

For most of the SVT service areas, we are the rider's only option. King County Metro's ACCESS program will come out to our area for eligible individuals with disabilities, but the rider must live within three-quarters of a mile of fixed route service. Ninety percent of Valley residents live more than a mile from fixed route service, so that means everyone who has difficulty transporting themselves due to age, income, or ability, uses SVT.

*The prioritized strategies are identified as “High” or “Other” priority status. High prioritized strategies are those that will have additional emphasis during the life of this plan. The priority level of each strategy was identified via outreach to community members and implementers. Additionally, community members **ranked desired outcomes** from least to most important, which helped identify the related strategies as high priority.*

From Appendix B – Coordinated Mobility Plan, page 40:

Strategy 1.2: *Improve on-time reliability and timeliness of transportation services for people with special transportation needs.*

SVT's on time performance rate is at 99.996%. We have developed systems for our service area that allow us to consistently accomplish this goal. Other demand responsive carriers generally have a one-hour service window. We have an half-hours service window and count any ride as late if it falls 5-minutes or more outside that window. Because our dependability is so high, our no-show rate is also very low.

From Appendix B – Coordinated Mobility Plan, page 41:

Strategy 2.2: *Develop partnerships to support context-appropriate, flexible, and/or feeder-to-fixed route transportation services in areas not well served by regular transit, like rural areas.*

This Strategy reflects what SVT does so effectively in this rural service area. We are deeply embedded in the Snoqualmie Valley community as well as with the transit agencies (King County Metro and Community Transit) that offer the limited fixed route services. We also work with the food banks, shelters, hospitals, clinics, school districts, library districts, senior centers and other human services. Our network of partnerships has been strengthened for the last decade; we are seen as the “go-to” source for mobility information and services within the SVT service area.

Mobility Need #3: More information about available services

Strategy 3.2: Coordinate to develop a comprehensive trip planning tool, like a One-Call/One-Click platform, to help riders with special transportation needs navigate and use available services, keeping in mind language, cultural, technological, and accessibility needs.

SVT serves on the Advisory Board of Hopelink's One-Call/One Click program, which gives us insight into how well the program works for our riders as well as riders using other rural carriers. We will also be a part of the test group for operations. We are working with Trillium through WSDOT to get our routes translated into GTFS and GTFS-Flex to enable easier trip planning while our new website, once the GTFS data goes live in 2023, will offer an online trip planner tool that will be linked with travel apps and the OCOC project.

From Appendix B – Coordinated Mobility Plan 42:

Mobility Need #4: Better access to health and wellness destinations including medical facilities, pharmacies, and grocery stores

Strategy 4.1: Strengthen and coordinate partnerships between healthcare and transportation providers, especially within equity focus areas, to better understand and address patients' unmet transportation needs and ensure that patients understand their transportation options.

SVT is integral to the daily functions of the community, providing hospitals, clinics, grocery stores and pharmacies with regular contacts for their patients and clients. No one else in this area is performing this service, and any disruption or reduction would significantly impact people's lives. While SVT does not build facilities (Mobility Need # 6, Strategy 6.1), we have created deviated route services (hop-on/hop-off availability) that stop at grocery stores, pharmacies and hospitals to make it easier for people to get to these destinations without having to book a ride in advance. Routes go right to the door of these facilities so that building transit infrastructure isn't necessary, which saves funding for other areas. We also have \$1/one-ride tickets that hospitals and clinics may provide to their patients so they can use SVT to get home if they are unable to drive.

Mobility Need #5: Affordable transportation services

Page 42:

Strategy 5.1: Review and adjust fare structures and reduced fare programs through regional coordination to ensure they are fully accessible to low-income communities within service areas. For example, there is a need for more affordable options for families with low incomes, where households can experience transportation cost burdens when needing to pay for multiple riders.

SVT has maintained the same low fare structure since 2012. All youth ride free each summer and, starting in September of 2023, SVT has adopted the King County Youth Free Fare program so the SVT buses will be free to youth, aged 18 and younger, year-around. Additionally, seniors may purchase rider 10-ride punch cards for \$8.50 (instead of \$10) so their rides are only \$.85. All other rides are \$1.

From Appendix B – Coordinated Mobility Plan, page 43:

Mobility Need #7: Better regional coordination to meet growing mobility needs

Strategy 7.1: Improve regional coordination based on the federal example of the Coordinating Council on Access and Mobility (CCAM). For example, inclusion of more agencies with transportation programs in regional coordination can identify new opportunities to leverage existing resources and to reduce unnecessary duplication.

SVT is a member of Snoqualmie Valley Mobility Coalition, the Rural Chair of King County Mobility Coalition and we work with King County Metro Transit, Community Transit and the city planners of North Bend, Snoqualmie, Fall City (Community Association), Carnation, Duvall and Monroe to provide input on the Transportation Elements of their respective City Comprehensive Plans. We also work with King County on the SE King County Unincorporated Area planning.

SVT is listed in the Regional Transportation Plan on page 63:

Snoqualmie Valley Transportation (SVT)

Mt. Si Senior center - Snoqualmie Valley Transportation

Amy Biggs abiggs@svtbus.org 425-888-7001

SVT provides service to special needs populations and the general public via fixed route, deviated fixed route and demand response service to the King County cities, towns, and unincorporated areas of North Bend, Snoqualmie, Fall City, Preston, Carnation, Duvall and within the Snohomish County in the City of Monroe.

Website: www.svtbus.org

Demand Response: Monday-Friday: 6:00 am – 8:00 pm

Fixed Routes: Monday-Friday: 5:00 am – 9:15 pm

Riders call into the office to book demand response/door-to-door rides. They can call the same day or up to two weeks in advance. Rides booked a day in advance or earlier are scheduled. Same-day rides are on a space-available basis.

Phone: 425-888-7001

Service area: King County; Snohomish County

The Snoqualmie Valley Mobility Coalition – of which SVT was a founding member – is listed on Appendix B of the Coordinated Mobility Plan, page 75:

Mobility Coalitions

Program Name	Agency/ Organization	Contact	Description	Service Area
Hopelink Mobility Management	Hopelink	Staci Sahoo ssahoo@hopelink.org 425-943-6769	<p>Hopelink's Mobility Management team empowers people to change their lives by facilitating access to the community. Hopelink provides travel education and resources to build awareness of existing transportation options, supports the coordination of special needs transportation through cross-sector collaborations, and gathers data and needs assessment to recommend and implement improved services. Following is the list of mobility coalitions led by Hopelink:</p> <ul style="list-style-type: none">• King County Mobility Coalition• Regional Alliance for Resilient and Equitable Transportation• South King County Mobility Coalition• North King County Mobility Coalition• Eastside Easy Rider Collaborative• Snoqualmie Valley Mobility Coalition <p>Websites: www.hopelink.org; www.kcmobility.org; www.findaride.org</p>	King County; Also serve Pierce and Snohomish for the RARET coalition and FindARide.org, but most in King County;

INDIRECT COST PLAN: Mt. Si Senior Center/Snoqualmie Valley Transportation For 2025 – 2027 Consolidated Grant through WSDOT

Introduction:

Mt. Si Senior Center (MSSC) performs seven overall projects that receive funding from a number of sources. One of those projects is Snoqualmie Valley Transportation (SVT). SVT receives funding from WSDOT, King County Metro Transit and Snoqualmie Indian Tribe.

SVT manages two projects: The WSDOT rural transportation project running deviated fixed route and demand response routes in the service area and the Valley Shuttle Project, which is performed as a contractor for King County Metro Transit. Costs for the two SVT projects are separated by general ledger codes as they are accrued.

Federal Cost Accounting Standards Board (CASB) states that contract cost is to be based on full costing. Full cost includes a share of all the costs necessary to support or fulfill the contract for which costs are to be estimated or accumulated. The costs of administration are just as necessary to the completion of the contract as direct labor costs are. They differ primarily in that the beneficial relationship of such costs to individual contracts is much less clear.

All grants, programs and fundraising activities are to pay their full share of the agency's actual overhead costs.

Costs of shared benefits are distributed by a cost allocation plan. A cost is allocable to a government grant if it is treated consistently with other costs incurred for the same purpose in the circumstances and if it;

- a) is incurred specifically for the grant,
- b) benefits both the grant and other work and can be distributed in reasonable proportion to the benefits received, and
- c) is necessary to the overall operation of the organization, although a direct relationship to any particular cost objective cannot be shown.

All charges will be appropriately documented by invoices, receipts, agreements, time sheets, or other source documentation. There are separate general ledger codes applied to all expenses incurred so they are easily distinguished by project.

All goods and services purchased solely and specifically for any one program and, not shared with any other, shall be direct charges.

Janitorial staff services are allocated based upon the percentage of space used by the program. 15% of the total space of the senior center is utilized by the transportation project so 15% of the janitorial expenses are charged to the grant (no

benefits or employer taxes). This is on the GL code #6115 Custodial fees (intercompany).

Bookkeeping staff services are charged to the grant based on the time spent working on the project. 50% of the bookkeeper base (gross) salary is charged to the grant (no benefits or taxes since this person would be employed by the MSSC with or without the program). While the transportation program has 78% of the employees (more payroll to handle), the project has only about 40% of the bills to pay in comparison to the MSSC overall. The budgets, expense reports and balance sheets for SVT account for 50% of the bookkeeper's time. This is on the GL code #6110 (Accounting fees – Intercompany)

The bookkeeper does not create invoicing to partners or the grant. Invoicing is handled by the Transportation Director/grant manager for the transportation project who is dedicated to the project 100% and billed to the grant as such.

Executive Director overhead cost charged to the grant includes 15% of the Senior Center Executive Director's base salary (no benefits or employer taxes) for being responsible for overseeing the board of director activities, board meetings, agendas, board recruitment, marketing for SVT in senior center newsletters, acting as company spokesperson when required, overseeing accounting and company-wide annual audits for the SVT program. This is on the GL code #6120 Supe fees (intercompany).

Building maintenance supplies are charged to the grant based on the number of restrooms and floor mats used by the transportation project as opposed to the overall Mt. Si Senior Center and are invoiced by the vendors on separate accounts for actual costs incurred.

Other costs:

Printing of publications will be charged to the specific program benefiting from the printing and/or publication. There are separate general ledger codes applied to all marketing materials.

Phone and cable charges are allocated based on the number of phones lines and the SVT portion of the expense if invoiced by suppliers separately to the SVT project and then invoiced to the grant as a direct expense.

Insurance expense for vehicles and/or the transportation project are billed separately by the vendors who supply this service and are direct expenses.

Office supplies utilized for the project will be charged appropriately and are traceable as costs that are separate from the overall MSSC expenses.

Training will be charged to specific programs benefiting from the training. Training costs are tracked as a direct expense. To the extent that these programs are to the benefit of more than one program, a separation will be made based on the attendees and which project they primarily serve.

WASHINGTON STATE UTILITIES AND TRANSPORTATION COMMISSION

1300 S EVERGREEN PARK DRIVE SW, PO BOX 47250

OLYMPIA, WA 98504-7250

(360) 664-1222

This certificate authorizes the following operations under the provisions of RCW Title 81:

MT. SI SENIOR CENTER
PO BOX 806
NORTH BEND, WA 98045

Cert No.
NPC-1088

Private, Non-profit Transportation Provider to operate motor vehicles in furnishing passenger and/or express service in the state of Washington.

TN-050798

06-10-05

WASHINGTON UTILITIES AND TRANSPORTATION
COMMISSION



By

Catharina Muzer
for Steven V. King