

29254 - Mt. Si Senior Center - sustain WEEKEND services

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 3:42 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
Title:	Director, Snoqualmie Valley Transportation
Email*:	abiggs@svtbus.org
Address*:	PO Box 806
	North Bend Washington 98045-0806
	City State/Province Postal Code/Zip
Phone*:	(425) 888-7001 Ext.
	Phone
	###-###-####
Fax:	(425) 292-9977
	###-###-####

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

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

North Bend Washington 98045-8086
City State/Province Postal Code/Zip
Phone*: (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,Route-deviated

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*:

Continue to provide To provide weekend ADA accessible demand response services and deviated route services to transit-dependent individuals in incorporated and unincorporated rural areas including North Bend, Snoqualmie, Fall City, Preston, Carnation, Duvall and Monroe. Operating hours are Saturday and Sunday, 6:00 AM to 8:00 pm.

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*:

This project is needed because there are almost no mobility options in our 230+ square miles on the weekends. Snoqualmie Valley Transportation (SVT) provides weekday services to more than 700 unique riders but, on the weekends, they have no way, other than driving, to reach their destinations. SVT was awarded a grant to perform this service starting July 1, 2023 but it took until August 17th of 2024 to stabilize our workforce with higher pay and turn our org into a seven day a week operation and get the staff trained to perform it. Meanwhile, the need continues. PSRC recognizes the need for rural transportation and without this service, our area has little to no weekend services and the entire valley is a transit desert on Sundays. This project solves the mobility challenges by providing deviated fixed route that runs the length of the Valley between North Bend and Duvall every 90-minutes with demand response feeder routes getting people from their homes into town (Avg. of 3- to 10-mile trips) while giving them the opportunity to get on the shuttle to the next town. All buses allow for wheelchairs, bikes and pets.

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:

On a M-F basis, 90% of our current riders are either seniors, individuals with disabilities, and/or people living on very low incomes, including at-risk youth. These same riders need mobility on the weekends. The riders need it, the cities want it and Metro wants us to provide this service. All vehicles are lift-equipped, and all drivers are trauma-informed and trained in assisting riders with special needs. 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 with a population of 85,868 residents; 4,023 people are living at/below the Federal Poverty Level, and there are 6,582 individuals living with disabilities who have no way to get around unless they can drive. Residents are spending more than 25% of their household income on transportation and as of 9/2021, 40% of renters are extremely cost-burdened in the area due to the lack of transit options. None of them have a way to get around on the weekends unless they drive. 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. Their mobility is in our hands and we take that very seriously. The only other weekend service available within the valley is a single Metro route that runs only on Saturday between North Bend and Snoqualmie every 2+ hours. The valley is a complete transit desert on Sundays. SVT is all that our special needs rural residents have to get to church, shopping, food, weekend jobs and other services. It is our goal to support those vulnerable populations.

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 part time call takers/service navigators and 10 part time drivers (which includes one relief driver).

Relationship to Other Projects

Relationship to Other Projects

Is this project dependent on any other projects submitted by your organization?*: Yes

List dependent project applications by title and funding opportunity.
Describe the relationship between the projects in both applications.
Identify the priority for funding (if applicable).

Dependent Project(s) :

16154 - Mt. Si Senior Center - Sustain Snoqualmie Valley Transportation
Without weekday operations, there can be no weekend service.

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 :

16154 - Mt. Si Senior Center - Sustain Snoqualmie Valley Transportation

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?
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Puget Sound Regional Council	Strategies and activities identified to address gaps	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, 2.3: develop partnerships to support appropriate flexible services in areas not well served by regular transit, 3.2: Coordinate on One-Call/On-Click (now called Find a Ride), and several others including 4.1, 5.1, and 7.1.
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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*:

Organizations that have been involved in creating solutions to the rural transit-desert issue in our area include Snoqualmie Valley Mobility Coalition (Hopelink), the Cities of North Bend, Snoqualmie, Carnation and Duvall and the King County unincorporated areas of Fall City and Preston.

This is what was concluded:

There are no taxi's Uber/Lyft that operate within the area. Although they are happy to provide rides to/from Seattle for \$75 to \$100, no one is willing to come this far to provide local rides. There is one Metro fixed route that travels only about every two hours (and stops service at 7pm) between North Bend, Snoqualmie and Issaquah, but they also cannot perform local rides. There are no mobility options on Sundays at all for people with special needs.

Our first weekend (8/17/24) of performing services resulted in 72 rides and we've only implemented the deviated fixed route portion of the service. This is the only solution because we are the only ones here to do it.

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.

We work with every available source of transportation in the area: SVT brings people to Bell Air Charter (going to SeaTac Airport), and takes them to and from the Metro routes, fare-free, all while being accessible and with bike racks for the hikers and bikers who come into the area.

As stated above, there are no taxis in the area and King County Metro Access service is rarely out here (with no Sunday service at all). SVT is all that our special needs rural residents have. 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. A portion of this service (what we use financially to match this grant) is funded by King County Metro as part of their willingness to provide more services in rural areas and their preference to utilize the services of SVT.

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

Budget

Duration of Project

Planning projects can only choose *Two Years*.

Duration of Project*: Two Years

Expenses

		** 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
Expenses	If Other, Please List							
Labor & Benefits		\$0.00	\$533,928.00	\$533,928.00	\$1,067,856.00	100.00%	\$0.00	-100.00%
Fuel & Lubricants		\$0.00	\$177,976.00	\$177,976.00	\$355,952.00	100.00%	\$0.00	-100.00%
		\$0.00	\$711,904.00	\$711,904.00	\$1,423,808.00		\$0.00	

Sources of Match

		** 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)
Match Source	If Other, Please List					
Local: Other		\$0.00	\$365,217.00	\$365,217.00	\$700,000.00	\$0.00
		\$0.00	\$365,217.00	\$365,217.00	\$700,000.00	\$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	\$0.00	\$5,000.00	\$5,000.00	\$10,400.00	\$0.00

Summary for July 1, 2025 - June 30, 2027

25-27 Requested Amount: \$713,408.00
25-27 Match Amount: \$700,000.00

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

Variances:

We were awarded this same amount for the 23-25 biennium but were unable to start the service until 8/2024. The budget shows a 100% increase due to not being able to perform the service for one year. There will be one year's funding leftover from the 23-25 biennium.

Other Sources

Other Sources*:

At more than 50%, our matching funds exceed the WSDOT criteria for matching on existing projects and this is due to partnerships we have

created. All of our current in-kind contributions are being used for the main (sustain ops) grant, upon which this project depends, for the regular weekday service. This weekend service expansion uses a cash-only match which is being provided by King County Metro Transit. We have partnered with Metro since 2003. The current partners that SVT maintains continue to be City of North Bend (partners since 2012), Snoqualmie Indian Tribe (partners in mobility since 2006), City of Snoqualmie (partners since 2012). All of our partners understand the need for weekend mobility. Our goal is to be an integral part of a long-term strategic plan for sustainable, safe, accessible and affordable mobility in the Snoqualmie Valley and we continue to bring partners on board to help us.

Budget development methodology

Budget development methodology *:

This budget assumes full staffing levels for all routes and was developed using historical data for route costs based on the average operating cost per hour which includes payroll, taxes, and benefits for three staff members as 75% of the cost and fuel and maintenance as 25% of the overall costs due to increases in fuel costs.

Since we are unable to get routes on the road without additional in-house costs (including dispatch and call takers), the cost per service hour is approximately \$10 per service hour higher than the M-F regular services but it does takes advantage of economies of scale. We can take advantage of the fact that we already have the systems, the vehicles , most of the maintenance, facility costs (embedded in our weekday Sustain Services costs), licensing and vendors, as well as ready-made ridership and existing marketing. Matching source identified as Other is King County Metro Transit contract revenue.

We were unwilling to start this weekend service earlier as the service would have been patchy. In rural transportation, you should never start something that people can not rely on in the long term. So the first half of our 23-25 grant will not be used because we had to stabilize our current staffing and make sure we had the ability to do this perfectly. we stabilized our staffing through pay rate increases and that funding was provide by Metro, not WSDOT, Good news is that there is money left over on this weekend grant that was supposed to start 7/1/23. Sad news is that we have not yet started the demand response portion of this grant which will hopefully start in October, 2024.

Going from being a weekday operation to seven days a week has run us into many roadblocks but we are well past them now and ready to do this in a way that is 100% reliable for the people of the Snoqualmie Valley.

DBE Goals

DBE Goals	Percentage	Efforts	No DBE
No	0.00%	We will not have any DBE projects in this cycle however we maintain a DBE plan and will utilize it if the need arises. We would not however utilize funding from this grant. There are no items included in this project budget that would require a DBE process for bidding.	

Summary

July 1, 2025 - June 30, 2027

Total Project :	\$1,423,808.00
Fares and Donations :	\$10,400.00
Requested Amount	\$713,408.00

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:	\$713,408.00
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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? *: No

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	0	6864	6864	13728	100.00%	0	-100.00%
Revenue Vehicle Mles	0	65791	65791	131582	100.00%	0	-100.00%
Passenger trips should be entered as whole numbers only.							
Passenger Trips	0	5200	5200	10400	100.00%	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?*:

These were developed using historical data, our current ridership data, lowered to account for the new routes until they become established. The average miles are based on how far we know the routes will need to go initially and assuming that 2025 to 2027 ridership and mileage will be higher than 2023. Mileage is based on historical data and assuming all routes are in operation. The routes are being staggered to start but will be fully operating by the start of the next biennium. The number of miles per ride is also a result of where housing developments are being built in our cities, all of which are more than 2 miles from town centers with no one to provide services other than SVT. The number of miles per ride will decrease in year two after which the routes will perform similarly to the M-F routes.

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:

To establish the new routes, we have figured .8 rides per mile, 12.7 miles per ride and a cost of \$103.72 per ride service hour. The rides in 2024 at approximately \$135.90 per ride will come in at a higher rate and drop to a lower rate in 2025 and in the first half of 2026. Sustaining this project beyond 2027 will eventually result in a cost per ride closer to the normal levels of less than \$50/ride. 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. The average cost per service hour is also initially impacted by training costs which inflates the costs initially but reduces it over time. Our average M-F cost per service hour is \$92.

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	07/27

Supplemental Information

Supplemental Information

Supplemental Information:

Have you figured out SVT yet? We are a special needs bus company the general public can ride (and their little dogs too). We perform deviated routes and door-to-door routes in a way that connects riders with all the other 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 for the riders of the valley.

SVT figures out how to get everyone on the same little buses and we did this more than 35,000 times last year. Every day, between 1/3 and 1/2 of those riders are special needs riders and the rest are other vulnerable residents who are living on very low incomes or cannot 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 if "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. This 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 bundle 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. Our office staff and drivers are connected to a wealth of local information. 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... the same way we run into our mayors and city council members. Our tagline is "Little cities, little buses. SVT does rural right."

Weekend service has been desperately needed in the Valley since we started service in 2003. With 72 riders on our first weekend (and performing only half the service) there are already people clamoring for the demand response service to start up. What we've heard in three weeks has been: Can you get me to church? Let me know when you start the door-to-door so I can change my dialysis to Tues/Thurs/Saturday! I can hardly believe I will be able to take my kids to the park on the weekends! This is amazing...I can get a weekend job now!

In case you didn't recognize it, this is a huge deal.

Again, many thanks to WSDOT for recognizing our need for so many years and for supporting us. Sorry for not keeping this brief but we are passionate about what we do. 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 keep doing it.

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*:

Part of the definition of a "Highly impacted community" is a community located in census tracts that are fully or partially on "Indian country" as defined in 18 U.S.C. Sec. 1151. SVT serves Native American and non-Native American people in Snoqualmie Valley, on the ancestral lands of the Coast Salish people, and encompassing the reservation lands owned by the Snoqualmie Tribe.

On a Federal level, 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 don't 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, 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:

They already are engaged by us. Every day. We know them, our drivers know them, our call takers know them. They reach out to us directly at events and via social media. They tell the cities and the cities tell us. We are so embedded in this community that we know them all. The Hispanic communities in Carnation and Fall City, the East Indian communities on the Ridge, the Tribal members seeking a way around town. Outreach efforts have told us clearly that what everyone wants is several more bus routes in this area. We need demand response during extended hours in Carnation and Duvall, a true commuter service between Duvall and Carnation, 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 and now we must start the demand response on the weekend.

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? :

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:

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:

Have you begun or have you completed the EJA?:

Environmental Justice Assessment (EJA) Reporting

Did you report the results of EJA to WSDOT Public Transportation Division staff? :

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 Final Audit Mt. Si Senior Center	AAA - Mt. Si Senior Center FINAL Signed 2023 Audit.pdf	pdf	1 MB	09/13/2024 03:11 PM
Population density map	✓	map and local info	SVT Service Area Population Density MapJ Area Stats and PSRC ranking info - 2025-27.pdf	pdf	927 KB	09/13/2024 03:12 PM
Service area map	✓	SVT Service area map	SVT Total Service Area 2022.pdf	pdf	11 MB	09/13/2024 03:13 PM
Required for new non-profit applicants only						
501(c) IRS Letter of Determination (required for new non-profit applicants)		501 c 3 letter	501 c 3 confirmation from IRS 2017.pdf	pdf	57 KB	09/13/2024 01:27 PM
WA Utilities & Transportation Commission (UTC) Certification (required for new non-profit applicants who are direct service providers)		WUTC permit	Mt. Si Certification NPC-1088.pdf	pdf	50 KB	09/13/2024 01:28 PM
Conditionally required						
Indirect costs documentation (required if you are charging indirect costs to the project)						
In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)						
Procurement policy (required for new applicants or current grantees without a current policy on file with WSDOT)						
Optional attachments						
Letters committing matching funds		Letter committing matching funds for sustaining weekend services	Letter committing matching funds Sustain SVT WEEKEND Services.pdf	pdf	44 KB	09/13/2024 03:20 PM
Letter of concurrence (for projects that operate in multiple planning regions)						
Letters of support (combine into one file attachment)		Yup - people and businesses vital to the valley love SVT - read these letters!	Support letters 25-27-combined-compressed.pdf	pdf	1 MB	09/13/2024 01:24 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*:

Amy Biggs
First Name Last Name

Title*:

Director, Snoqualmie Valley Transportation

Date*:

09/13/2024



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 SVT Weekend Services

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 \$700,000.00 to this endeavor which is the local cash match provided by Mt. Si Senior Center for the Sustain SVT Weekend Services grant application.

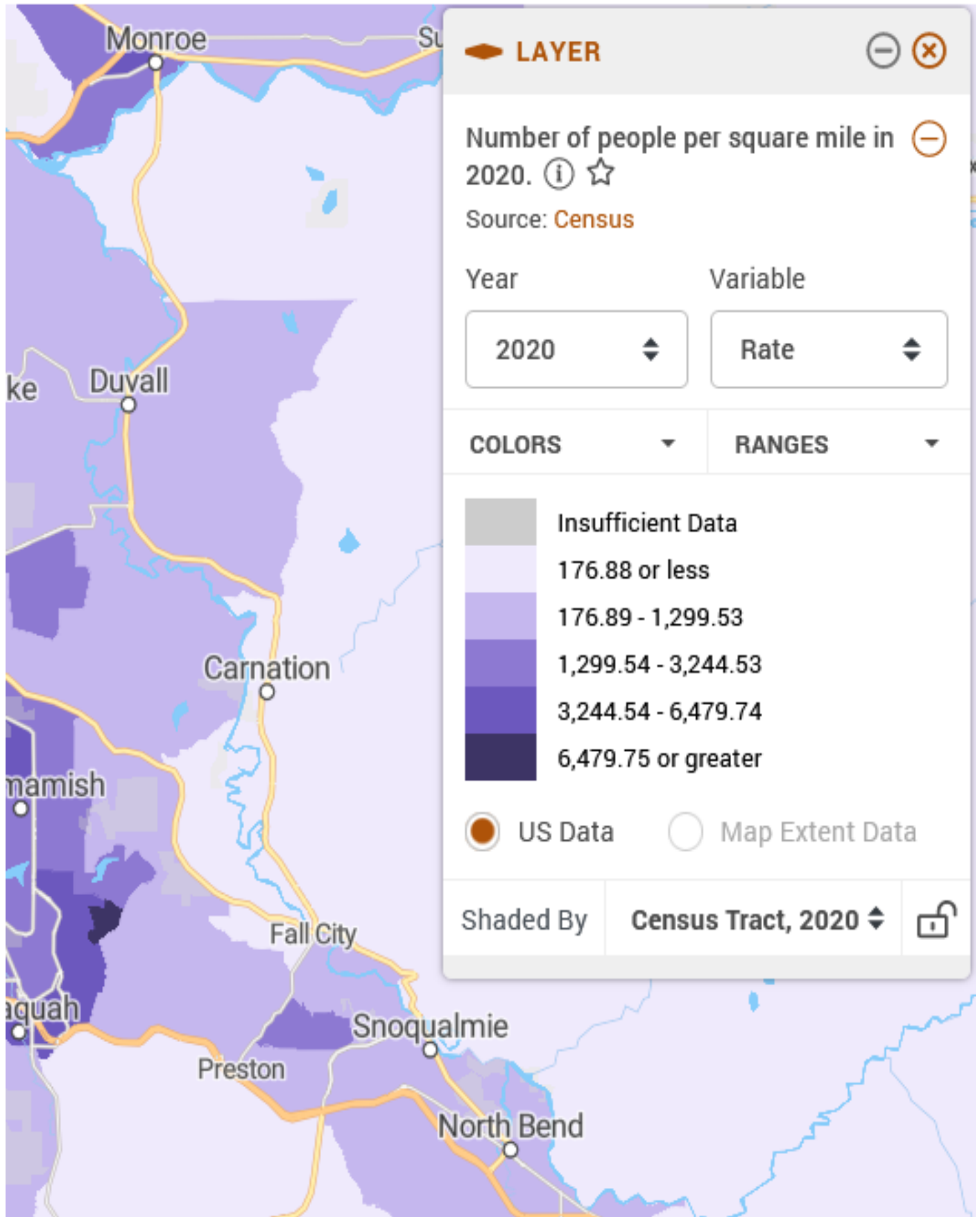
Our long-time support for our seniors and for all the transit-dependent riders in Snoqualmie Valley is an ongoing promise we make to our community.

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

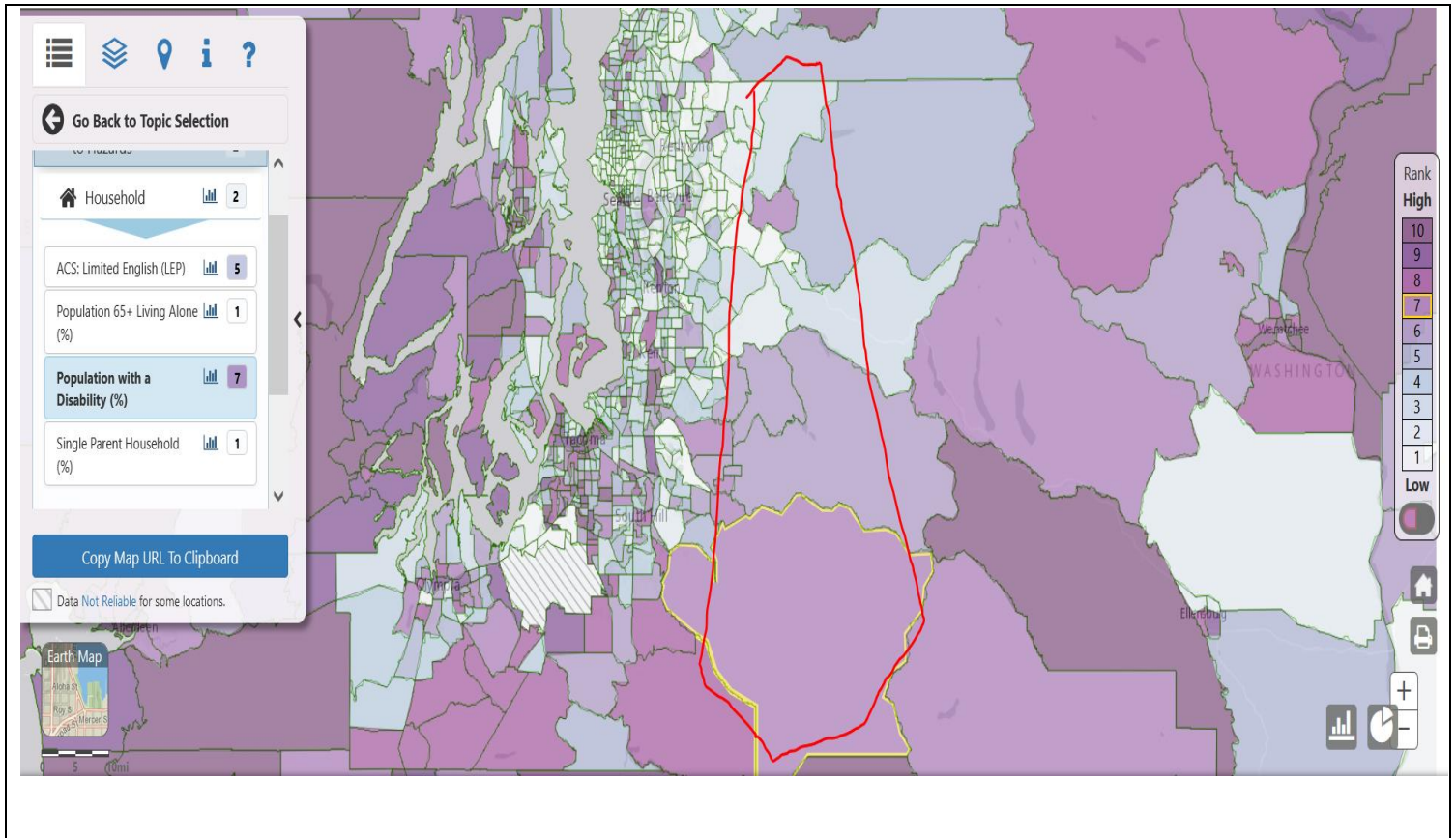
Sincerely,

Ken Hearing
Chair, Finance Committee
Mt. Si Senior Center

SVT Service Area Population Density Map - 2020



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

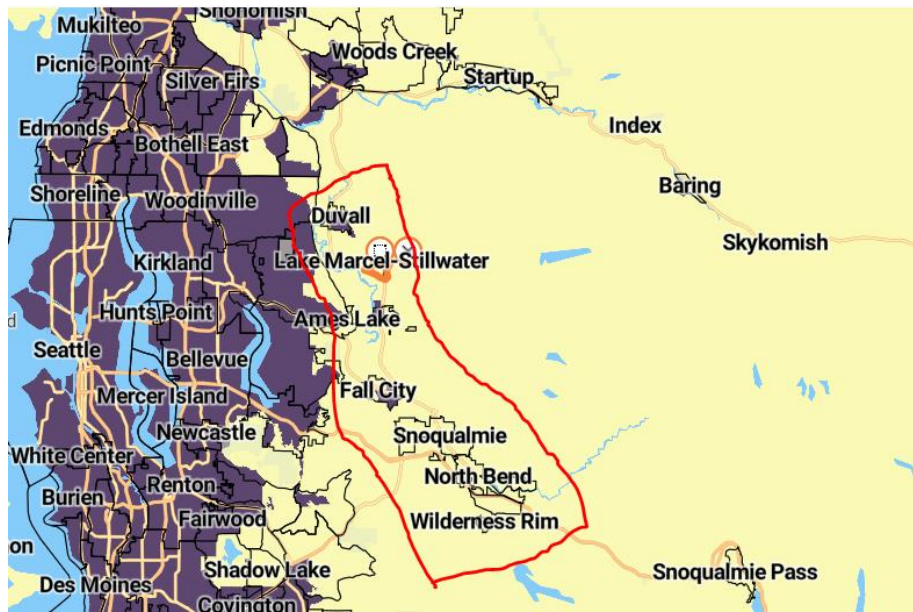


Census Block Group information on Population, Veterans, Disabled, Low income.

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

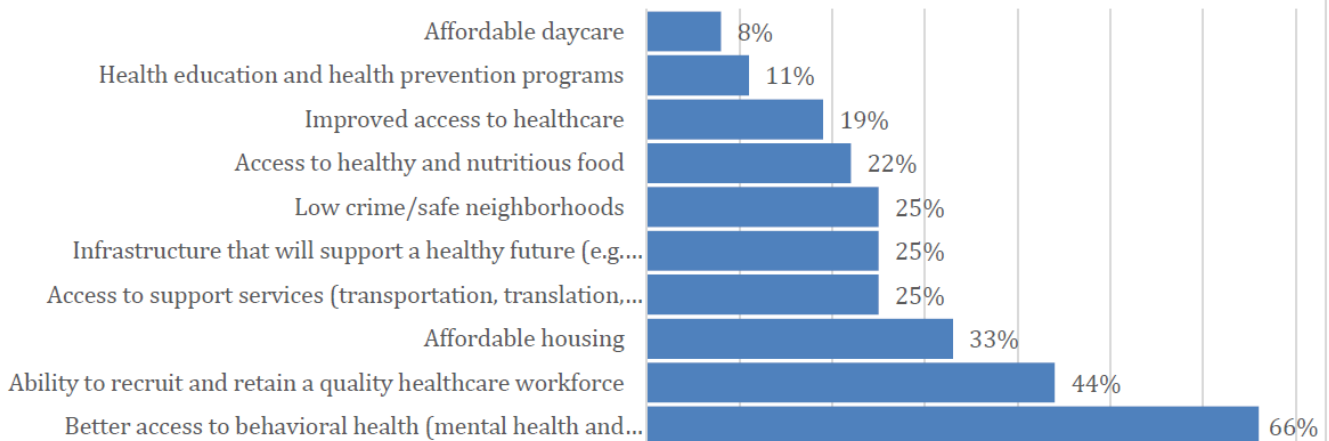
SVT service area – Yellow areas designated Rural:



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

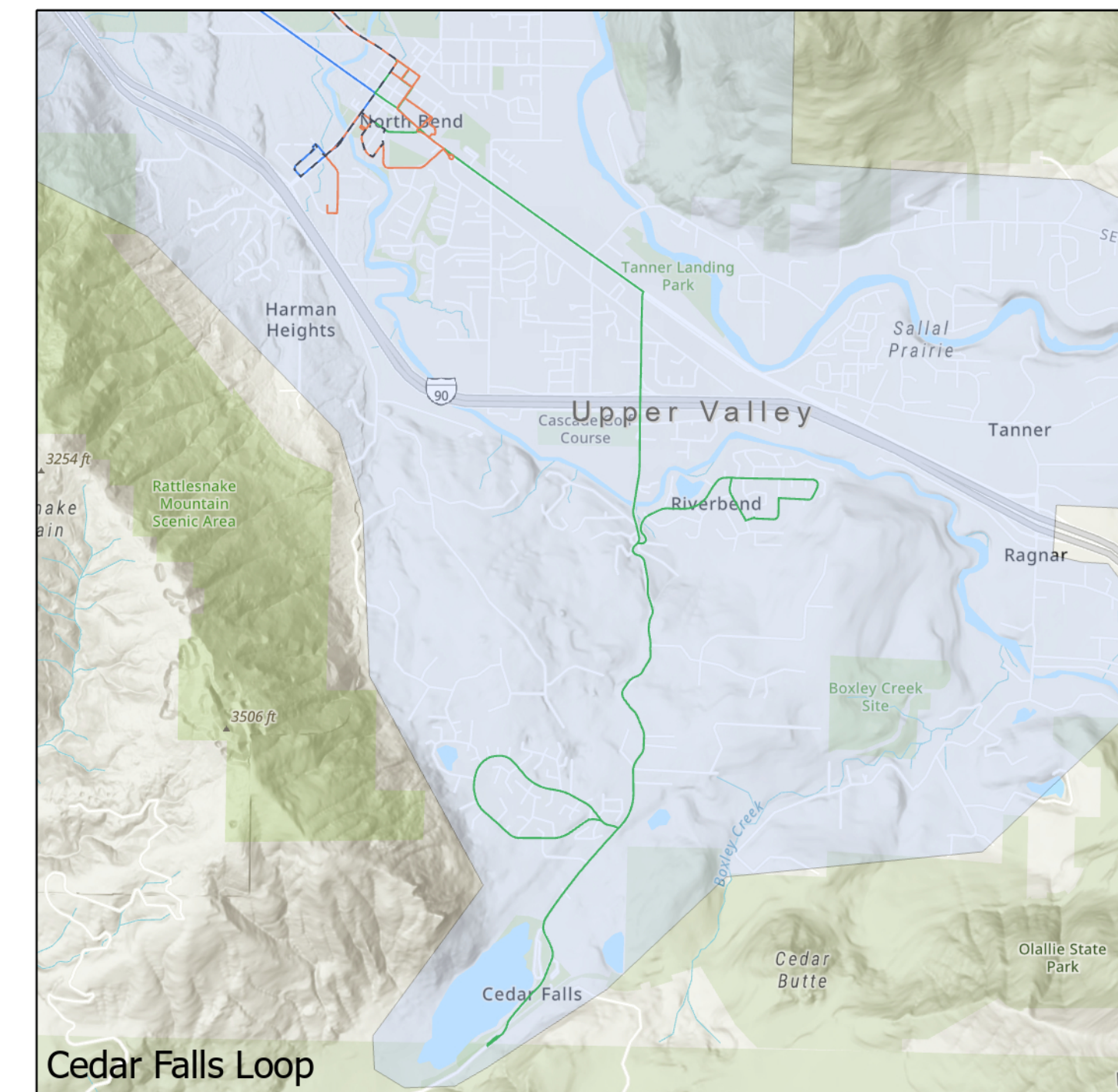
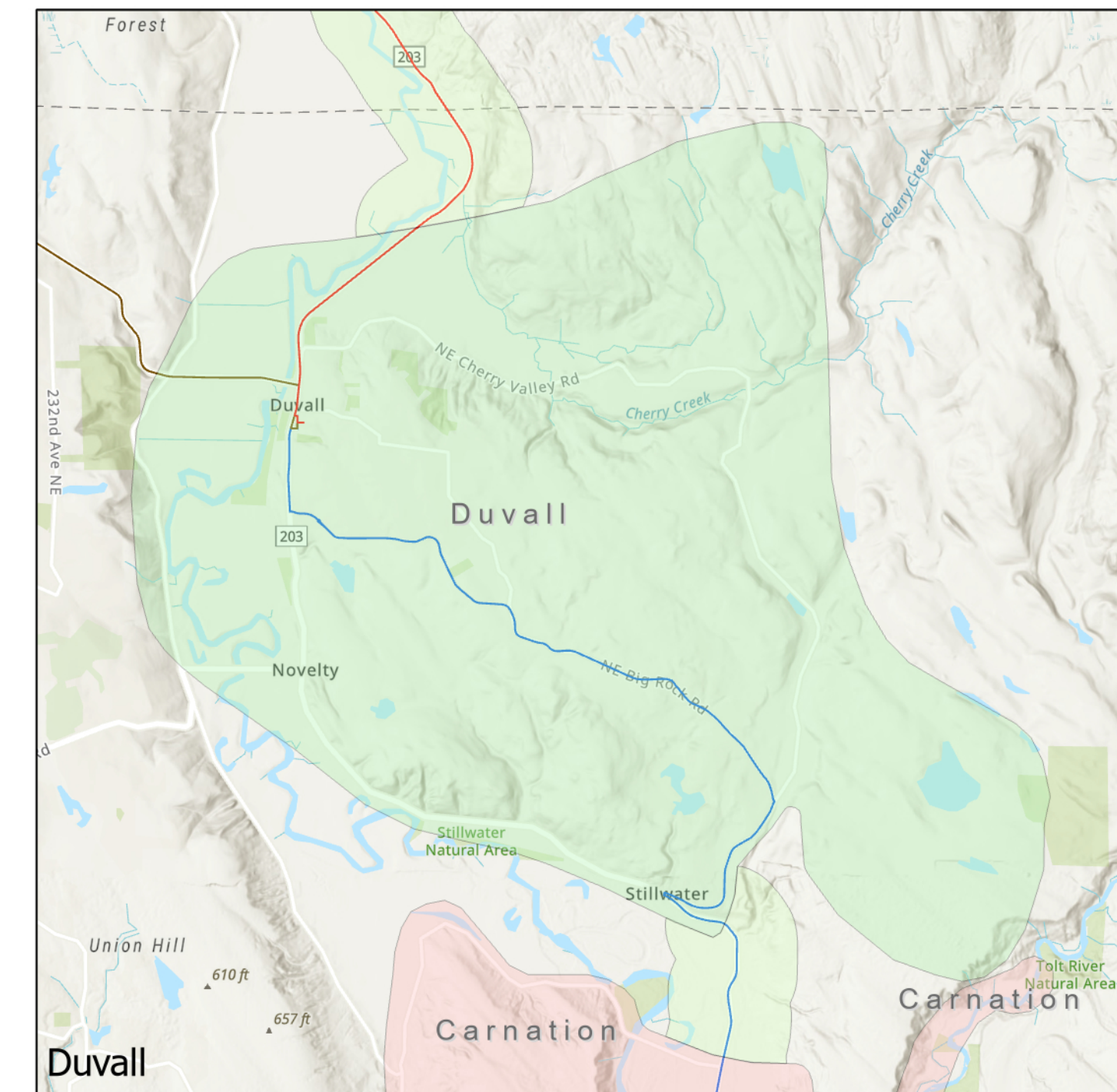
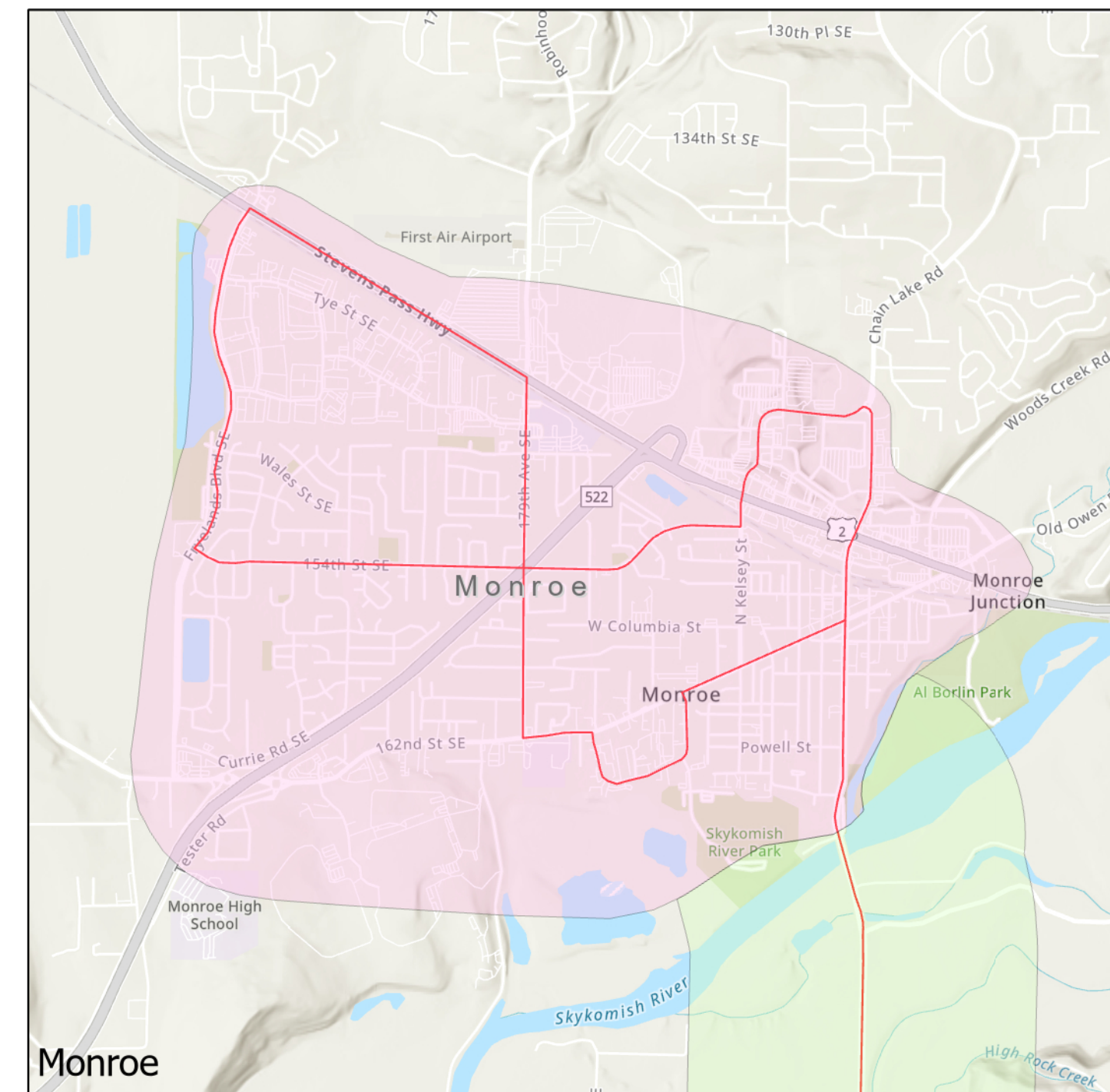
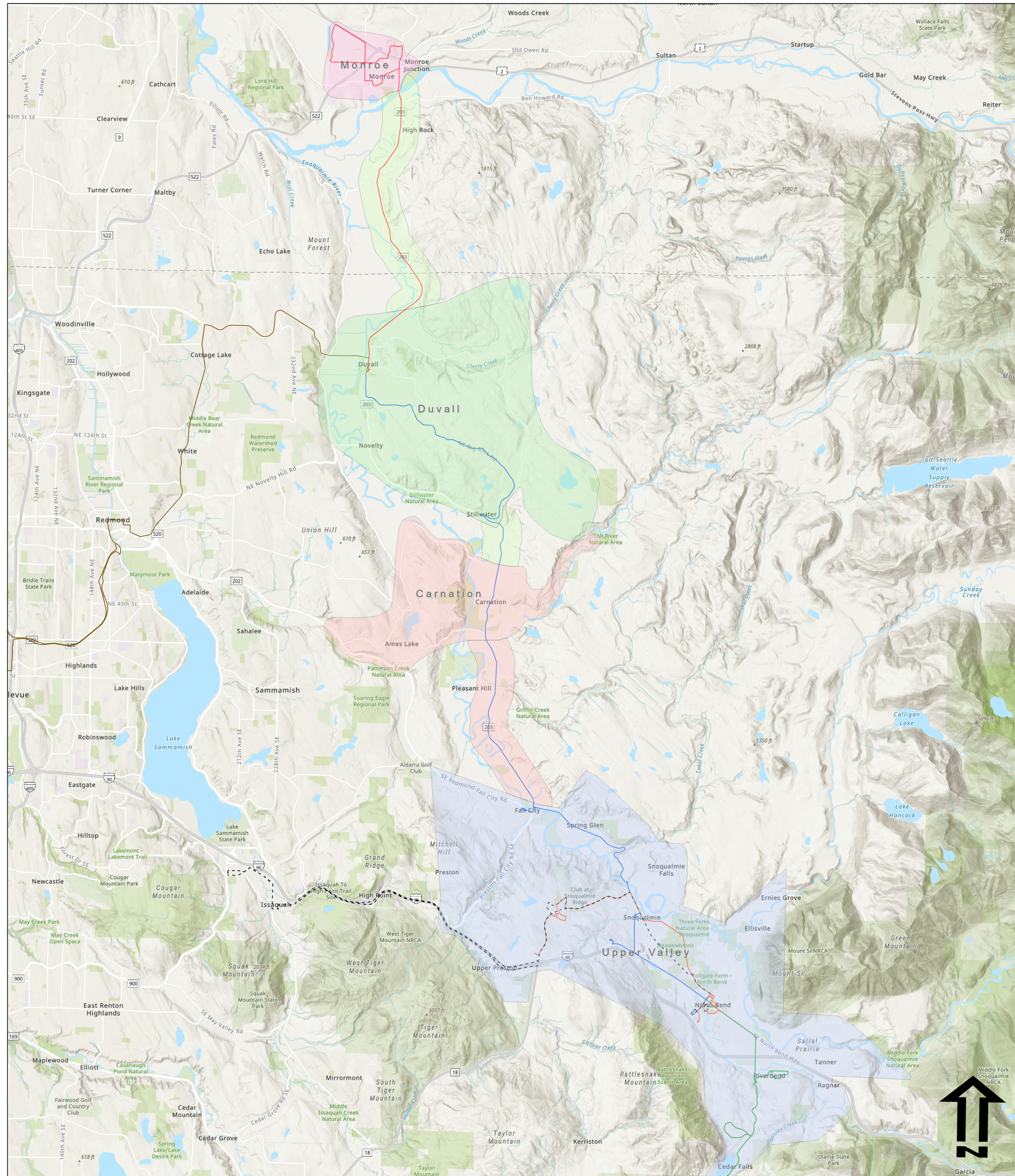
Service area: King County; Snohomish County

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;

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

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



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.

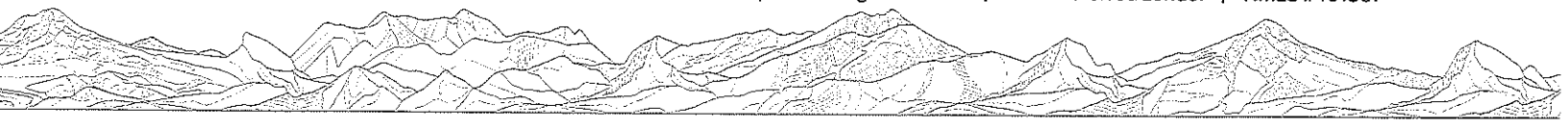
Additionally, SVT's services are invaluable in connecting employees to jobs across the Valley. As the manager of SnoValleyJobs.com for the SnoValley Innovation Center, I work with over 125 businesses in the area. The reliable transportation provided by SVT is a key factor in ensuring that employees can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

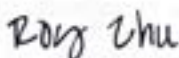
The availability of reliable public transit is crucial for our employees and students. Many of our employees and students depend on the Valley Shuttle routes to commute to work and study, especially during rush hours. This accessibility allows them to maintain consistent attendance without the stress 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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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. Innawan
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 <jennyliweimei@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 not 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 ...

is the bus ...

... will be ...

... will be ...

People like me

... not ...

is ...

I ...

So ...

When ...

I ...

... like

The ...

Keep ...

Thanks for all

Love

~~Love~~

...

...

.../r

...er

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.