



Sound Generations

Title VI Plan

For the Federal Transit Administration

And Washington State Department of Transportation

July 1, 2025 – June 30, 2028

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Sound Generations is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

TITLE VI COMPLAINT PROCEDURES

How to file a Title VI Complaint

You may file a signed, written complaint up to one hundred and eighty (180) days from the date the complainant became aware of the incident. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

A form is available at our administrative offices, located at 2208 2nd Avenue, Suite 100, Seattle, WA 98121 or by calling the Chief Operating Officer at 206-448-57575 or emailing info@SoundGenerations.org if you need it mailed or sent electronically.

The complaint may also be filed in writing with the Chief Operating Officer at the following address: Sound Generations, 2208 2nd Avenue, suite 100, Seattle, WA 98121

NOTE: Sound Generations encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the date the complainant became aware of the incident.

What happens to your complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Sound Generations will be directly addressed by our Chief Operating Officer. Sound Generations shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. We will acknowledge receipt of the complaint within 3 days.

In instances where additional information is needed for investigation of the complaint, Sound Generations will speak with you in person, interview the staff who were involved with the incident that caused your complaint and any other persons who might have information that would help with our investigation. Once sufficient information for investigating the complaint is received by our Chief Operating Officer, Sound Generations will review all the information and respond within two weeks.

How you will be notified of the outcome of your complaint

The Chief Operating Officer will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If you are not in agreement with the outcome, Sound Generations will advise you of your right to 1) appeal the Chief Operating Officer's decision with our CEO and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. You will have two weeks to appeal our decision.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Washington State Department of Transportation
Public Transportation Division
Attn: Title VI Coordinator
PO Box 47387
Olympia, WA 98504-7387

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

United States Department of Justice
Civil Rights Division
Coordination and Review Section – NWB
950 Pennsylvania Avenue NW
Washington DC, 20530

INVESTIGATIONS, COMPLAINTS OR LAWSUITS

This section is blank because there are no investigations, complaints or lawsuits at this time. If complaints are received in the future, Sound Generations will follow its record retention policy, which requires the organization to hold onto documents related to the complaint for six (6) years.

No complaints as of July 2025

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Sound Generations is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Census. The United States is home to millions of national origin minority individuals who are Limited English Proficiency (LEP). That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

ANALYSIS OF FACTORS

Factor No. 1: The number or proportion of LEP persons in the service area. The number of LEP persons in our service area is 234,797. The top 4 languages are Spanish (59,333), Chinese (45,999), Vietnamese (21,747) and Korean (11,377). Source: C16001: Language Spoken at Home for ... - Census Bureau Table

Based on the most recent U.S. Census and LEP.gov data for King County, the following languages have over 1,000 individuals with limited English proficiency:

- German or other West Germanic – 1,041
- Russian, Polish, or other Slavic languages – 17,236
- Korean – 11,377
- Chinese – 45,999
- Vietnamese – 21,747

- Tagalog – 8,986
- Arabic – 3,807

While these languages exceed 1,000 LEP individuals, none meet or exceed the 5% threshold of the total King County population, as outlined in FTA Title VI guidance for translation of vital documents. This confirms that full translation of all critical documents into the languages of Spanish, Chinese, Vietnamese, Korean, and Arabic.

This updated analysis also reflects the expanded Hyde Shuttle service area, which now includes the Eastside cities of Bellevue, Redmond, and Kirkland. These areas were not part of our operating footprint in the previous Title VI plan and are now included in our LEP data review.

Given that Sound Generations is a non-profit organization operating on limited funds, this data supports our current approach of providing translations upon request and continuing targeted outreach through culturally specific partners and multilingual marketing materials, rather than translating all critical documents into every LEP language identified.

Sound Generations will continue to review LEP data annually to ensure compliance with Title VI requirements and will revise our language assistance measures if any language meets or exceeds the 5% threshold or exceeds 1,000 LEP individuals in the future.

King County, Washington		
Label	Estimate	Percent of Total Population
Total:	2,142,301	100.00%
Speak only English	1,496,730	
Spanish:	150,694	
Speak English “very well”	91,361	
Speak English less than “very well”	59,333	2.76%
French, Haitian, or Cajun:	13,992	
Speak English “very well”	11,449	
Speak English less than “very well”	2,543	0.12%
German or other West Germanic languages:	9,845	
Speak English “very well”	8,804	
Speak English less than “very well”	1,041	0.05%

Russian, Polish, or other Slavic languages	43,949	
Speak English “very well”	26,703	
Speak English less than “very well”	17,236	0.80%
Other Indo-European languages:	91,614	
Speak English “very well”	71,391	
Speak English less than “very well”	20,223	0.94%
Korean:	23,980	
Speak English “very well”	12,603	
Speak English less than “very well”	11,377	0.53%
Chinese (incl. Mandarin, Cantonese):	104,344	
Speak English “very well”	58,345	
Speak English less than “very well”	45,999	2.15%
Vietnamese:	37,881	
Speak English “very well”	16,134	
Speak English less than “very well”	21,747	1.02%
Tagalog (incl. Filipino):	28,110	
Speak English “very well”	19,124	
Speak English less than “very well”	8,986	0.42%
Other Asian and Pacific Island languages:	79,168	
Speak English “very well”	54,336	
Speak English less than “very well”	24,832	1.16%
Arabic:	10,795	
Speak English “very well”	6,988	
Speak English less than “very well”	3,807	0.18%
Other and unspecified languages:	51,209	
Speak English “very well”	33,536	
Speak English less than “very well”	17,673	0.82%

Factor No. 2. The frequency with which LEP individuals come into contact with the service.

All contacts with Sound Generations are made through our call center or in the case of our nutrition transportation service through a meal site coordinator who speaks the language of the rider. We serve LEP persons daily via our nutrition transportation program. Our reservationists (call takers) only speak English and engage our Language Line when the caller needs a translator. All of our call center staff receive training upon hire about how to engage the language line. We also work with meal site coordinators to set up group rides for people who are not English Speaking. In many cases a family member, who is fluent in English contacts us to arrange transportation. Last year, our call center received 48,327 calls and the number that required translation was 158.

Translated Language	Frequency
Albanian	2
Amharic	1
Arabic	33
Cantonese	17
Hindi	4
Mandarin	11
Russian	17
Spanish	51
Ukrainian	1
Tigrigna	1
Vietnamese	20

Factor No. 3: The nature and importance of service provided by.

Sound Generations provides vital demand-response community shuttle and volunteer transportation services that are essential to the daily lives of older adults, people with disabilities, and other transportation-disadvantaged residents throughout King County, including recent service expansions to Bellevue, Redmond, and Kirkland.

Most trips are to critical destinations such as medical appointments, pharmacies, grocery stores, and senior nutrition programs. Riders can also schedule trips to senior centers, banks, hairdressers, and other community locations that support independence, health, and social connection.

Given that many clients served, especially those in LEP and BIPOC communities, have limited mobility options, our services are often their primary or only means of accessible transportation. This is underscored by the fact that demand has grown in key service areas, such as the Eastside, Auburn, Federal Way, and Seattle.

Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.

Sound Generations current in-house language capabilities is limited to English amongst the Hyde Shuttle Staff. The Language Line is used when someone calls who can't speak English. The Language line can handle any language we need translation for. Our Title VI policy is translated into Spanish, Chinese, Vietnamese, Arabic and Korean because these are the top 5 languages spoken amongst the LEP population in King County. The following vital documents are translated into the five languages: ADA/Rider Guide, Title VI Statement and Public Notice and Complaint Form and are attached to this plan.

Sound Generations operates as a nonprofit organization with limited financial and staffing resources. As such, we focus our LEP outreach strategies on high-impact, cost-effective approaches that maximize our ability to connect with and serve linguistically diverse communities across King County, including the recently added Eastside service areas of Bellevue, Redmond, and Kirkland.

Our resources for LEP engagement include:

- **Community Engagement Officer** dedicated to building partnerships with BIPOC-led organizations, attending community events, conducting presentations, and establishing advisory councils that reflect the voices of minority and LEP populations.
- **Outreach Specialist** who spends 100% of their time in the community distributing multilingual rack cards (available in 10 languages), speaking to groups, and engaging in one-on-one conversations.
- **Virtual education opportunities** through the Elder Education Institute, which allow for remote engagement on health, wellness, and transportation resources, accessible to LEP individuals with internet access.
- **Language interpretation services** through our contracted language line to support real-time communication with riders who speak limited English.

- Partnerships with senior centers, community dining programs, and cultural organizations that help extend outreach efforts into specific LEP and immigrant communities.

While financial constraints limit our ability to produce translations in every language, a 2025 analysis confirmed that no LEP language group in King County meets or exceeds the 5% threshold but did have LEP language groups that exceeded 1,000 people, identifying the need for an additional critical document translation at this time in Arabic, in addition to vital documents already translated.

IMPLEMENTATION PLAN

Sound Generations currently has implemented its plan and will review it annually, including any contacts with the LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled.

We identify LEP persons in the service area by having partnerships with organizations that serve LEP persons, such as SeaMar, ACRS, IDIC, Filipino Community Center, Ukrainian Community Center, El Centro de la Raza, First Tongans, Eritrean Association, East African Senior Center Program (which we operate), Hmong/Lao Senior Program and are in the process of setting up additional relationships.

We employ: Some of our drivers come from LEP communities and where possible we place them on routes that match their cultural and language background.

In order to comply with 49 CFR 21.9(d), Sound Generations and its sub-recipients must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI. Sound Generations has established a statement of rights and a policy statement.

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

1. We post a notice of their rights on our website.
2. We have a notice of their rights at our administrative offices.
3. Our rack cards include language about Title VI rights.

ANALYSIS OF CONSTRUCTION PROJECTS

Over the last three years Sound Generations has had no projects, nor will we ever have projects requiring an environmental assessment (EA) or environmental impact statement (EIS).

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of Sound Generations. Sound Generations engages the public in its planning, decision-making, and outreach through the following strategies:

1. **Senior Center Connections** – Our senior centers serve as trusted community hubs where older adults, caregivers, and community leaders naturally connect with our programs.
2. **Community Presentations** – Staff conduct presentations in neighborhoods and community spaces, building relationships and awareness in targeted service areas.
3. **Multilingual Materials** – Program rack cards are available in ten languages and distributed at locations throughout King County to ensure accessibility for limited-English proficient residents.
4. **Community Engagement Officer** – In 2024, we created a dedicated Community Engagement Officer position to lead advocacy, partnerships, and outreach. This role has:
 - Partnered with the Build Your Tax Code Coalition to advance policies benefiting low-income residents and seniors.
 - Worked with the Seattle Senior Services Coalition to advocate for increased City of Seattle funding for senior centers.
 - Expanded outreach to immigrant and refugee communities, including Afghan elders through a partnership with the Porsesh Research Institute.
 - Facilitated technology workshop opportunities for seniors by partnering with T-Mobile.
 - Established a partnership with the National Asian Pacific Center on Aging to host older adult community service trainees through the Senior Community Service Employment Program (SCSEP).
5. **BIPOC Partnership Development** – A staff member dedicated to BIPOC outreach has built relationships with 19 BIPOC-led organizations and helped form an Elder’s Council to provide ongoing advisory input on programs and services.
6. **Culturally Specific Dining Programs** – Our Community Dining program provides culturally relevant meals and engagement for Tongan, Eritrean, East African, Ethiopian, Polynesian, Filipino, and Vietnamese older adults.

7. **Public Meetings** – We participate in public meetings organized by funders and community partners to ensure our clients’ perspectives are represented in broader planning processes.

Through these coordinated strategies, Sound Generations ensures the voices of minority, low-income, and limited-English proficient populations are meaningfully considered in the design and delivery of our services.

Virtual Outreach through Elder Education Institute

Sound Generations incorporates virtual outreach as part of its Title VI engagement strategy through the **Elder Education Institute (EEI)**. EEI offers live and recorded online classes, workshops, and discussion groups covering a variety of topics relevant to older adults, including health, wellness, financial security, technology skills, and cultural programming.

These virtual programs:

- **Engage a broad audience** across King County, including individuals who face transportation barriers or live in rural areas.
- **Offer accessible participation** for minority, low-income, and LEP populations by providing captions, clear language, and user-friendly technology instructions.
- **Serve as a feedback channel**, as EEI instructors and facilitators regularly collect participant questions, comments, and suggestions during sessions, which are shared with program leadership to inform planning and decision-making.
- **Collaborate with culturally specific partners**, inviting guest speakers from BIPOC-led organizations to co-present and share culturally relevant content.
- **Promote inclusivity** by offering outreach for EEI sessions through partner organizations, multilingual flyers, social media, and email newsletters, ensuring diverse community representation.

Through EEI’s online presence, Sound Generations can reach individuals who may not be able to attend in-person events, expanding our ability to meet Title VI requirements for inclusive and equitable community engagement.

Outcome Measurement: In addition to measuring satisfaction with our annual survey, we collect demographic information to determine how successful our outreach efforts to BIPOC and LEP communities have been. We compare how well we are doing to the percentage of BIPOC and LEP individuals in King County. We monitor to see how many unknowns are reflected in our demographic data and remind staff to collect information about race whenever possible. We compare use of the language line over the years to determine how well we are reaching LEP individuals. If these numbers are trending in the wrong direction, we determine what we can do to improve our services.

Major Service Change. We expanded service into Eastside cities, including Bellevue, Redmond, and Kirkland. This expansion has created new connections for seniors and people with disabilities in culturally diverse areas and has resulted in increased ridership from East Asian, South Asian, and Russian-speaking communities, as reflected in our demographic tracking. Partnerships with Eastside senior centers and cultural organizations have been critical in introducing these communities to our services. In 2024 alone, the Eastside expansion resulted in 538 new riders and 4,591 one-way trips. Partnerships with Eastside senior centers and cultural organizations have been critical in introducing these communities to our services.

Ongoing Engagement:

We continue to conduct targeted outreach through presentations, distribution of multilingual rack cards, and community events. The creation of our **Community Engagement Officer** role has strengthened our ability to build partnerships, particularly with BIPOC-led organizations, and establish advisory bodies such as the Elders Council. These efforts have directly supported awareness and ridership growth in newly served areas.

Since 2021, the number of clients we serve who are considered Limited English Proficient (LEP) has increased by 19%, a direct result of our Title VI engagement strategies and targeted outreach to culturally and linguistically diverse communities. This growth is also tied to our Eastside service expansion into Bellevue, Redmond, and Kirkland, which has allowed us to reach new populations and better meet the transportation needs of LEP residents in these areas.

Fare Increase. We don't charge our riders. We only collect donations.

Travel Training Class. We don't provide this service.

Customer Complaint Process. This was already described earlier in this document

General Awareness and Phone Surveys. We are not resourced to do phone surveys and most of our awareness raising is targeted to geographic or cultural communities where we need to increase ridership. We send out surveys once per year to all riders to obtain feedback on how we are doing. Our website and rack cards are the main strategies we employ and our outreach specialist.

Bilingual Outreach. This was already described earlier in this document.

Membership of Non-Elected Committees

Sound Generations values the viewpoints of minority, LEP and low-income participants and relies on our funders (City of Seattle, King County) to organize advisory boards and committees that meaningfully involve these individuals. We rely on what is learned by these boards and advisory committees when operating our transportation program. We participate in the KC Mobility Coalition, facilitated by Hope Link and utilize surveys and outreach efforts that they engage in to improve our service.

We have a board of directors which connects the organization to the community. The membership of our board is 47% white; 12% African American; 18% Asian; 6% Hispanic and 12% Middle Eastern. Meetings are every other month on the first Wednesday of the month.

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Section I:			
Name:			
Address:			
Telephone:		Email:	
Accessible Format Requirements?	☐	Large Print	☐
	☐	Audiotape	☐
		TDD	☐
		Other:	☐

Are you filing this complaint on your own behalf? ☒ Yes ☐ No

If yes, skip to Section III

If no, please supply the name and relationship of the person on whose behalf you are filing:

Please explain why you have filed for a third party:

Have you received permission from the third party to file on their behalf? ☐ Yes ☒ No

[illegible]

Sound Generations Title VI, ADA, and General Complaint Form

Section IV: TITLE VI ONLY

Have you previously filed a complaint with this organization? ☐ Yes ☒ No

Section V: TITLE VI ONLY

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?

☐ Yes ☐ No

If yes, please check all that apply

Federal Agency: _____ State Agency: _____

☐ Federal Court: ☐ Local Agency:

State Court:

Please provide contact information for the agency/court where the complaint was filed.

Name:	Title:
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Title:

Agency:

Address:

Telephone:

Section VI: *For ADA or General Complaints*

Name of person or program this complaint is against:

For non-Title VI complaints, please use the space below to explain the issue/experience:

[illegible]

Signature

Date _____

Please email this form to info@soundgenerations.org or mail to:

ATTN: Chief Operating Officer

Sound Generations

2208 2nd Avenue, Suite 100

Seattle WA 98121



Notifying the Public of Rights Under Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Sound Generations is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

For more information on Sound Generation's civil rights program and the procedures for filing a complaint, contact our Chief Operating Officer at 206 448-5757 or email info@SoundGenerations.org or visit our administrative offices at 2208 2nd Avenue, Seattle, WA 98121. We also have the information posted on our website www.soundgenerations.org under Equity Works.

You may file a complaint directly with the Federal Transit Administration by sending a letter to the Office of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590

If information is needed in another language, contact 206 727-6220.

Si necesita información en otro idioma, llame al 206 727-6220.

如果需要其他語言的信息，請致電206 727-6220。

Nếu cần thông tin bằng ngôn ngữ khác, liên hệ 206 727-6220.

다른 언어로 정보가 필요하면 206 727-6220으로 연락하십시오.



HYDE SHUTTLE RIDER GUIDE



Updated May 2022
206-727-6262 - <https://hydeshuttle.org/>

1. **Overview**

The **Hyde Shuttle Rider Guide** contains policies and procedures to ensure the safety, security, and comfort for riders. For information about Hyde Shuttles, visit <https://hydeshuttle.org/> or call 206-727-6262.

Need a ride for local errands? Need to give up driving? Is taking the bus difficult? Are family members or friends missing work to help you with transportation? Do you desire freedom and independence with just a little help? Hyde Shuttles is here for you!

Hyde Shuttles provides free door-to-door, demand service for older adults and adults with disabilities throughout many communities in King County. All our vehicles are equipped with lifts.

Our friendly, trained drivers transport riders to hot meal programs, medical appointments, senior centers, cultural centers, grocery stores and other local destinations. Stay active within your community! Let Hyde Shuttles help!

Hyde Shuttles is a program of Sound Generations, a nonprofit that manages several senior centers, Meals on Wheels, Minor Home Repair, nutrition programs, and other services for older adults. For more information about Sound Generations and its other programs, visit <https://soundgenerations.org/>.

a. **Ready to request a ride? Reservations can be requested two ways:**

- a. Call 206-727-6262. Press 1 for Reservations. Our Call Center operates between the hours of 8:00 a.m. and 4:30 p.m., Monday – Friday.
- b. Go to www.hydeshuttle.org and click on the button **Schedule a Ride**.

- b. **We accept reservations the day before your ride. However, we prefer you make a reservation as early as possible. Same-day reservations will be accommodated if there is room and the time and distance required for your ride will not delay other riders.**
- c. **Schedule** - our shuttle vans operate Monday-Friday between 8:00 a.m. – 4:00 p.m.
- d. **Eligibility** - Anyone in our service areas within King County aged 55 and over or with a disability is eligible.
- e. **Service Areas** - Hyde Shuttles only travel inside their local service area. We are not a commuter service. For example, the Renton Hyde Shuttle operates only within the city limits of Renton. We cannot transport you across King County.

See the full list below to find a service area where you live.

- Beacon Hill – Southeast Seattle
 - Burien – Highline
 - Central Seattle (First Hill, Capitol Hill, Central Area and the International District)
 - Des Moines – Normandy Park
 - Federal Way
 - Northeast Seattle
 - Northwest Seattle
 - Queen Anne/Magnolia/Interbay
 - Renton
 - SeaTac/Tukwila
 - Shoreline – Lake Forest Park
 - Skyway
 - Snoqualmie Valley
 - West Seattle
 - Auburn
- f. **Readiness** - please be ready to board the van when it arrives. We do not want you to be in such a hurry that you feel unsafe, but be prepared to leave when the Shuttle arrives. When you are late, you make other riders late.
 - g. **Pickup and Drop-Off Times** - When booking your ride, we give you an estimated pick up time. Allow up to fifteen minutes before and fifteen minutes after the time for the Shuttle to arrive. Traffic and other delays may alter our arrival time. When the Shuttle is running early or late, we will call you. Do not worry!
 - h. **Riding Together** - Hyde Shuttles takes several riders at a time to their appointments. We know you don't want to get to your destination too early, but we ask you to be flexible about your arrival time so another person can ride as well.
 - i. **Cancellations** - When you need to cancel your ride, please cancel at 206-727-6262, press 2. If you don't need a ride, another person can take your place.
 - j. **Changing Pick-up & Drop-off Times** - When you finish early, or when you find out your appointment will last longer than anticipated, please call us at 206-727-6262, press 2. We'll try to pick you up when you are ready. However, our ability to change your pick-up times depends on the Shuttle's schedule for the day.
 - k. **Carry-on items** must be held on your lap or safely stored on the van floor. Do not block the aisle, stairway, or other seats. The driver will decide if carry-ons can be transported safely. Drivers may assist you in loading and unloading carry-ons. However, carry-ons must be limited to what drivers can reasonably handle. A maximum of three parcels is allowed. Each may not exceed 10 pounds. The total weight cannot exceed 30 pounds. If your parcels violate these terms, you will be offered a trip home, but you will need find another service to deliver your bags.
 - l. Please be **courteous** to everyone on board, including the driver.
 - m. Please **remain seated** while the van is in motion.
 - n. Please wear your **seat belt** at all times.

- o. **Store all food items** in sealed, spill and leak-proof containers.
- p. **Boarding** - Drivers will position the vehicle to make boarding and de-boarding as easy as possible. Drivers are ready to assist riders in and out of the van. Questions about where you will be picked up and where you will be dropped off can be answered when you reserve a ride.
- q. **Door-to-Door Service** - Drivers will provide door-to-door service if necessary. Under no circumstances can drivers enter your apartment or house. Riders will be given sufficient time to safely board and disembark the van.
- r. **No-Shows and Late-Cancels:** If a rider has three or more no shows or late cancels in a 30-day period, the rider will be informed that they will need to call us on the day they need to travel instead of scheduling ahead of time. A no-show occurs when the van driver arrives at the home and the rider is not there, or they choose not to board the Shuttle and have not cancelled ahead of time. We consider riders a late-cancel if they do not cancel by noon the day before their ride.

2. ADA Policy

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of Sound Generations that, when viewed in their entirety, services, programs, facilities, and communications provided by Sound Generations, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49 CFR 37.105

Sound Generations ADA and Non-discrimination policies are also posted on the website.

3. Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Sound Generations is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint with our HR Department by calling 206-727-6240 or email HR@SoundGenerations.org

4. Donations

We do not charge for our rides. We welcome donations from our riders. The drivers are not allowed to accept tips. Drivers keep envelopes for your donations.

5. Holiday Closures

Sound Generations closes on the following holidays: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the Friday following, and Christmas Eve and Day.

6. Approved Equipment

Passengers will be transported with mobility devices provided the lift and vehicle can physically accommodate them. The combined weight of the wheelchair/occupant cannot exceed the lift's capacity.

Sound Generations can accommodate mobility devices that meet following minimum standards:

- *Wheelchair* means a mobility aid belonging to any class of three or more wheels, usable indoors, designed or modified for and use by individuals with mobility impairments, whether manually operated or powered.
- Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.
- The mobility device must be in good working order with batteries charged, tires inflated, and all parts secure. (49 CFR 37.3)

7. Mobility Device Brakes

When occupying a lift or securement area, passengers should apply the brakes on their mobility devices. However, they are not required to do so. With power chairs or scooters, turn the power switch to the "off" position. Again, this is not mandatory.

8. Portable Oxygen Use

Individuals who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

9. Securement Policy

Drivers use front and rear tie-downs to secure mobility devices. Mobility devices are secured at the strongest points. Riders can show the driver the optimum tie-down spot. The mobility device is secured facing front unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts. However, drivers cannot assist riders using power chairs or scooters. Sound Generations cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

10. Personal Care Attendants, Family Members, Friends

A Personal Care Attendant (PCA) may ride with you at no charge. A PCA is someone who travels with and helps a rider who is not able to travel alone. You must provide your own PCA if you need one. Also, a family member, friend, or companion may also ride with an eligible rider at no charge. Please let us know if someone will join you when you make your ride request. This information will guarantee a place for him or her to ride with you.

11. Service Animals

A service animal is a guide dog, signal dog, or other animal trained to work with a person with a disability. For a service animal to ride on a Hydc Shuttle:

- a. The service animal must be on a leash, tether or harness unless use of such a device would interfere with the task the service animal performs or the person's disability prevents use of such devices. The service animal must remain under control of the owner and behave appropriately at all times.
- b. Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- c. The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- d. The animal must not be aggressive toward people or animals. (49 CFR 37.167 (d))

12. Boarding Assistance

Operators position the bus to make boarding and de-boarding as easy as possible, minimize the slope of the ramp, and use the kneeling option on the lift as needed. Bus operators provide assistance to passengers upon request. Passengers with disabilities are given time to board and disembark the vehicle.

13. Maintenance of Lifts or Ramps

Drivers test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp will be removed from service until repaired. If a lift or ramp failure occurs during a ride, a replacement vehicle will be sent to the destination of any passenger using a mobility device within 30 minutes, if available. (49.CFR 37.163)

14. Unlawful/Inappropriate Conduct

Sound Generations Unlawful/Inappropriate Conduct Policies are consistent with the State of Washington's Unlawful Transit Conduct as outlined in RCW 9.91.025 and King County's Regulation 28.96 Code of Transit Conduct. A rider shall not knowingly:

- a. Smoke on the van or carry a lighted or smoldering pipe, cigar, cigarette or e-cigarette.
- b. Eat and/or drink on the van.

- c. Ride under the influence of alcohol or illegal drugs, consume an alcoholic beverage on board, or be in possession of an open alcoholic beverage container.
- d. Play any audio/music player aloud. Wearing headphones when playing a radio, tape recorder, or audible game is permitted.
- e. Spit, expectorate, urinate and/or defecate on board the vehicle.
- f. Bring onto the vehicle odors which unreasonably disturb others or interfere with their use of our service, whether such odors arise from one's person, clothes, personal articles, service animal, or any other source.
- g. Carry any flammable liquid, explosive, acid or other material likely to cause harm to others.
- h. Carry any dangerous weapons or firearms.
- i. Discard litter other than in designated receptacles or dump and/or discard any hazardous materials or substances.
- j. Obstruct or impede the flow of passenger traffic, hinder or prevent access to the vehicle or use of the van.
- k. Destroy, deface, or damage property inside the vehicle.
- l. Throw an object at the driver or another rider.
- m. Engage in loud, raucous, unruly, harmful, abusive and/or harassing behavior or language including profanity, racial, sexual, vulgar or discriminatory comments.
- n. Engage in any other conduct that is inconsistent with the intended use and purpose of the Hyde Shuttle; refuse requests of the driver and/or Hyde Shuttle staff to cease such conduct.
- o. Engage in any discriminatory behavior towards drivers or other riders. Sound Generations' is committed to ensuring all of its programs and services are administered and provided free of discrimination to all employees and program participants. Sound Generations' does not discriminate on the basis of age, gender, marital status, familial status, religion, race, color, creed, sex, national origin, sexual orientation, gender identity, and political ideology, the presence of any sensory, mental or physical disability or any other basis prohibited by law.
- p. In accordance with Part 37.5 of the Americans with Disabilities Act, Sound Generations' will not discriminate against any individual with a disability in providing Hyde Shuttle services because the individual's disability results in the appearance or involuntary behavior that may offend, annoy or inconvenience drivers, other riders, or Hyde Shuttle staff, but does not pose a direct threat. However, Sound Generations may deny service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct which poses a direct threat to the health and safety of others and which cannot be eliminated or mitigated by reasonable accommodation.

15. Reasonable Modification

Requests to modify Sound Generations policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or when

the transportation is provided. Sound Generations is best able to fulfill a request when customers make their requests before the trip.

16. Suspension of Service

Hyde Shuttles may be denied to riders who engage in violent, seriously disruptive, illegal, or inappropriate conduct. Such conduct includes but is not limited to: threats or fear or actual acts of physical or verbal abuse towards other riders or the Hyde Shuttle driver; unlawful harassment, including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations; voluntary and repeated violation of the Hyde Shuttle Rider Guide and/or refusing to comply with other requirements specified in the policies above. Sound Generations recognizes two levels of offensive conduct.

- a. **Level One Offenses:** conduct that interferes with the safe operation of a Hyde Shuttle but does not threaten others including:
- 1) Use of alcohol or other illicit substances (unless such use interferes with the rider's physical ability to safely board and de-board the vehicle or results in harmful, abusive and/or harassing behavior or language including profanity, racial, sexual, vulgar or discriminatory comments).
 - 2) Unfastening the seat belt or moving around the vehicle while it is in motion.
 - 3) Disruptive, discourteous behavior, including loud language, yelling, banging on windows, etc.
 - 4) Playing loud music.
 - 5) Smoking.
 - 6) Eating or drinking inside the vehicle.
 - 7) Failure to control a service animal.
 - 8) Bringing onto the vehicle odors which unreasonably disturb others or interfere with their use of our service.
 - 9) Failure to follow directions of the driver; disturbing the driver while on route.
 - 10) Refusing to exit the vehicle.
 - 11) Discarding litter other than in designated receptacles.
 - 12) Obstructing or impeding the flow of passenger traffic, hindering or preventing access to the vehicle, or interfering with the use of the Hyde Shuttle.

The driver will report all Level One Offenses to the Transportation Manager who will document the offenses in the rider's file. The Transportation Manager will call the rider to discuss the incident and issue a warning letter. The warning letter will inform the rider of Hyde Shuttle policy and, if the offenses happen again, the following suspensions will be imposed:

- Second Offense (within two years) – 14 day Service Suspension
- Third Offense (within two years) – 30 day Service Suspension
- Subsequent Offenses (within two years) – 60 day Service Suspension; further suspensions up to and including termination from service will be determined by Hyde Shuttle's Operations Manager and/or Sound Generations' Chief Operating Officer.

All Suspensions are subject to appeal.

- b. **Level Two Offenses:** This category principally includes conduct that threatens the safety and/or wellbeing of others, including violent, seriously disruptive, illegal behaviors or direct threats*. It includes the following:
- 1) Physical assault of drivers or other riders.
 - 2) Physical aggression or intimidation of drivers or other riders.
 - 3) Making threats to harm or kill the drivers, other riders or Hyde Shuttle staff.
 - 4) Doing or threatening violence to oneself.
 - 5) Verbal harassment directed at the drivers or other riders, including harmful, abusive and/or harassing behavior or language including profanity, racial, sexual, vulgar or discriminatory comments.
 - 6) Carrying onboard any flammable liquid, explosive, acid or other article or material likely to cause harm to others.
 - 7) Carrying any dangerous weapons or firearms on board the vehicles.
 - 8) Destroying, defacing, vandalizing or otherwise damaging property inside a Hyde Shuttle vehicle or the vehicle itself.
 - 9) Throwing any object inside a vehicle or at any other riders or drivers.
 - 10) Serious health-related conditions or conduct affecting public health, including but not limited to bed bugs, TB or other contagious conditions, spitting, urinating, defecating, discharging bodily fluids, open wounds and MERSA.
 - 11) Unauthorized operation of or attempt to operate the vehicle.
 - 12) Engaging in any criminal/illegal/unlawful conduct.
 - 13) Engaging in any other conduct that is inconsistent with the intended use and purpose of Hyde Shuttles; refusing requests of drivers and/or Hyde Shuttle managers to cease such conduct.
 - 14) Other conduct judged by Sound Generations to represent an actual or potential threat to the health, safety or wellbeing of the drivers or other riders.

*Direct threats are defined by Federal regulations as posing a "significant risk to others". This includes both safety issues and highly infectious diseases or conditions.

The driver will report all Level Two Offenses to the Transportation Manager who will document the offenses in the rider's file. Level Two Offenses will result in immediate suspension from the Hyde Shuttle program. The Transportation Manager will immediately notify the rider of the suspension and that the offense is under investigation. A letter will be sent advising the rider of the Hyde Shuttle policy violation, the terms of the suspension, and the investigation. After completing the investigation, the Transportation Manager will notify the rider of the results by phone and letter, including imposing the proposed sanction if the offense is upheld. Offenders may be subject to additional suspension, up to and including permanent termination, and possible criminal prosecution.

For level two offenses, suspensions will be imposed as follows:

- First offense: 90-day service suspension.
- Second offense (within 5 years): 180-day service suspension. Restoring service is contingent on the rider demonstrating changed behavior.
- Subsequent offenses (within 5 years): suspensions up to and including indefinite periods of suspension or permanent termination from service will be decided by

the Operations Manager and/or Sound Generations' Chief Operating Officer and/or Sound Generations' Chief Executive Officer.

In cases of infectious disease or other health related conduct, riders will be suspended until they document the disease or health risk is no longer present.

c. **Appeals Policy**

- 1) A rider who receives a suspension or termination may appeal and request a review.
- 2) All appeals must be received by the Hyde Shuttle Operation's Manager within ten calendar days of the date of the suspension and/or termination. The decision to suspend or terminate will be reviewed and decided within fourteen days.
- 3) Hyde Shuttle's Operation's Manager will document the decision to suspend or terminate the services.
- 4) The rider may present their reasons why the suspension or termination should not go into effect by phone, letter, or in person to the Operations Manager.
- 5) For all Level One Offenses, Operations Manager will review the documentation and other evidence leading to the suspension or termination. Within ten of the rider appealing, the Operations Manager will make a final decision in writing to affirm, modify or lift the suspension or termination. The written decision shall be sent by certified mail and shall be final.
- 6) For all Level Two Offenses, the Hyde Shuttles Operations Manager and Sound Generation's Chief Executive Officer will review the evidence leading to the suspension or termination. Within ten days after the rider presents their appeal, the Transportation Program Director and Chief Operating Officer and/or Chief Executive Officer will decide in writing to affirm, modify or lift the suspension or termination. The written decision shall be sent by certified mail and will be final.
- 7) Hyde Shuttles expects riders to adhere to the Rider's Guide. A rider who has violated its terms will be required to correct their behaviors prior to being reinstated. Further conduct offenses may result in refusal of service.

d. **Complaint Process**

Sound Generations has a Customer Complaint Policy. Riders wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy can contact our Chief Operating Officer at info@soundgenerations.org or visit our administrative offices at 2208 2nd Avenue, Seattle, WA 98121. We also have the information posted on our website <https://hydeshuttle.org/> (RCW 46.07b).

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