



HYDE SHUTTLE RIDER GUIDE



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?** 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. **Schedule** - our shuttle vans operate Monday-Friday between 8:00 a.m. – 4:00 p.m.
- c. **Eligibility** - Anyone in our service areas within King County aged 55 and over or with a disability is eligible.
- d. **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
 - Snoqualmie Valley
 - West Seattle
 - Auburn
- e. **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.
 - f. **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!
 - g. **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.
 - h. **Cancellations** - When you need to cancel your ride, please cancel at 206-727-6262. If you don't need a ride, another person can take your place.
 - i. **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. 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.
 - j. **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.
 - k. Please be **courteous** to everyone on board, including the driver.
 - l. Please **remain seated** while the van is in motion.
 - m. Please wear your **seat belt** at all times.
 - n. **Store all food items** in sealed, spill and leak-proof containers.
 - o. **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.
 - p. **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.

q. No-Shows and Late-Cancels

- 1) Riders may be suspended if they have too many no-shows and/or late-cancels. 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) We will suspend a rider for a documented pattern of misuse. If a rider no-shows or late-cancels three times in a 30-day period, the rider will be asked to explain the reason in a phone call initiated by Sound Generations' Transportation Manager. If, after this discussion, a rider no-shows or late-cancels three more times in a 30-day period, the Transportation Manager may suspend service to the rider. Prior to suspension, the Manager will issue a written notification of the proposed suspension period and the reason for it. A rider will be suspended for thirty (30) days for the first occurrence; sixty (60) days for the second occurrence, and ninety (90) days for the third occurrence. The fourth occurrence may result in permanent termination from the Hyde Shuttle program.
- 3) When the Shuttle Manager calls a rider to discuss the no-shows and late-cancels and discovers the reasons are beyond the rider's control, the no-shows and late-cancels will not count towards a possible suspension. Reasons include a sudden change of circumstances, a medical emergency for the rider or someone they care for, the Hyde vehicle is late getting to the rider's house, or weather conditions make it unsafe for the rider to go out. If our driver makes a mistake and goes to the wrong location, the no-show will be taken off the rider's record. It is the riders' responsibility to notify the Transportation Manager if they think a no-show or late-cancel was recorded that was beyond their control.

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 206-727-6220 or email HRPrograms@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, footrests attached, 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 Hyde Shuttle:

- a. The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- 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 may contact our HR

Department at 206-727-6220, email HRPrograms@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 (RCW 46.07b).