



City of Seattle
Human Services Department

**METRO HUMAN SERVICE REDUCED FARE BUS TICKET PROGRAM
2012 ADDITIONAL ALLOCATION**

APPLICATION GUIDELINES

PROGRAM DESCRIPTION

Through an expedited competitive allocation process, the City of Seattle Human Services Department (HSD), King County Department of Community and Human Services (DCHS), and King County Department of Transportation (Metro) are making available \$312,500 in additional King County Human service reduced fare bus tickets for 2012. **All tickets awarded through this process must be purchased by December 21, 2012.**

On October 15, 2012, the Metropolitan King County Council approved additional reduced fare bus tickets for low-income residents. The County Council adopted legislation providing a one-time increase of subsidized bus tickets to human service agencies.

This additional allocation of reduced fare tickets will be split between HSD and the DCHS. The HSD portion of funds available through this allocation process is \$156,250 (total ticket value). HSD and the DCHS are running a parallel funding process for these tickets. Agencies applying for programs located in the City of Seattle should submit an application to HSD; agencies applying for programs located in King County but outside the Seattle city limits should apply to King County DCHS.

The King County Council created the Human Service Reduced Fare Bus Ticket Program in 1993 to provide transportation for low-income and homeless persons. The program provides bus tickets to human service agencies, with the agency paying 20 percent of the ticket value at the time of purchase, and King County subsidizing the remaining 80 percent. King County Code (KCC) 4A.700.210 established a funding amount for the program which currently provides \$1.875 million per year in subsidized bus tickets.

Please Note: A separate application for the 2013 Human Service Reduced Fare Bus Ticket Program will be released on November 1, 2012. **Agencies will be required to submit a separate application for those funds.**

ELIGIBILITY REQUIREMENTS

Nonprofit or public housing and support service organizations, and local governments that meet eligibility requirements outlined below are eligible to apply for funding:

1. Programs must serve low income persons, with special consideration given to those serving homeless persons (definitions of low income and homeless provided below)
2. Programs must serve a majority of clients whose residence is in the City of Seattle¹
3. Programs must use the bus tickets to help homeless and/or low income clients access services critical to personal and residential stability.

Note: Tickets are available for eligible clients only; they may not be used to cover the transportation needs of program staff and/or volunteers, including volunteer staff receiving stipends.

FUNDING PRIORITY

Applications that meet basic eligibility requirements to receive a Seattle HSD bus ticket allocation will be funded based on the following priority order:

1. City of Seattle based programs that will utilize bus tickets to help homeless persons access shelters, housing, health care appointments, employment, job training, education programs, and other related services critical to personal and residential stability. (An applicant's program must serve at least 90 percent homeless persons in order to meet this priority.)
2. City of Seattle based programs that will utilize bus tickets to help low-income persons access employment, job training, educational programs, health care appointments, and other related services critical to personal and residential stability.
3. King County based programs, located outside the City of Seattle, that will utilize bus tickets to help homeless persons access shelters, housing, health care appointments, employment, job training, education programs, and related services critical to personal and residential stability. (An applicant's program must serve at least 90 percent homeless persons in order to meet this priority.)
4. King County based programs, located outside the City of Seattle, that will utilize bus tickets to help low-income persons access employment, job training, educational programs, health care agencies, and related services critical to personal and residential stability.

¹ A similar application is available for programs located in King County, outside the City of Seattle. Contact the King County DCHS at 206-263-9089 for more information.

AGENCY/PROGRAM POLICIES AND PROCEDURES

Policies and Procedures

In an effort to ensure tracking and accountability for the bus ticket program, agencies are required to submit program policies and procedures upon application.

Policies and procedures must be approved by HSD and/or DCHS before an agency is able to purchase allocated tickets from Metro. If the policies are not approved at the time of application, HSD staff will provide feedback and require finalized policies no later than December 10, 2012.

Agencies/programs must follow their approved policies for administering bus tickets to eligible clients and should expect the program to be monitored by HSD, DCHS, or Metro staff. Policies must include the following key elements. Please include the headings for each of these elements in your Policies and Procedures document:

1. How bus tickets are stored (at a minimally they must be stored in a locked room and container)
2. Who has access to the tickets
3. How tickets are prioritized for use
4. The number and types of tickets distributed to individuals at any given time
5. How tickets are logged/tracked
6. How income and homeless status is verified
7. How your agency monitors multiple programs or sites that are distributing tickets
8. The process for reporting tickets to HSD or DCHS if tickets are lost or stolen.

If you have any questions on developing Policies and Procedures, please contact Lindsey Zimmerman with the Seattle Human Services Department at (206) 684-0106 or by e-mail at Lindsey.zimmerman@seattle.gov

Usage Log

Effective with this application, Seattle HSD is requiring the following information to be reported in a bus ticket usage log by program. If your agency receives bus tickets for several programs, each program will be required to submit a usage log. The usage log (1 per program) will be collected twice a year, once at the time of application and again midyear.

All usage logs submitted to Seattle HSD must contain aggregate program data (with no client identifying information). Agencies will be asked to submit usage logs at the following times:

- **July 15, 2013**, which will contain data from November 1, 2012 – June 30, 2013
- **December 1, 2013** (or at the time of application for the upcoming year), which will contain data from July 1, 2013 – October 31, 2013.

At the program level, the usage log is expected to contain more detail and must include the following key information:

1. Name of the program
2. Date tickets are issued
3. The number and type of ticket issued
4. Name of staff issuing the ticket and staff initials
5. Trip purpose
6. Client name and client initials verifying receipt of the tickets.

Agencies/programs should expect that Seattle HSD, King County DCHS, and/or Metro will monitor the above log and compare it to the purchase history at Metro and the aggregate information submitted twice yearly to HSD and DCHS.

Ticket Management

Metro will continue to sell the Metro/Sound Transit (ST) combination round-trip tickets. These tickets enable customers to ride seamlessly on Metro, Sound Transit (including the ST Regional Express and ST Link Light Rail) and the Seattle Streetcar without using a transfer. They are not valid for travel on the Sounder train system. For those agencies that purchase the Metro/Sound Transit combination round-trip tickets, we ask that your agency be aware of the following rules/terms of use when issuing these tickets to your clients:

- A ticket is not valid without a date.
- Tickets must have a planned date of use entered by the issuing agency in the section marked "Date Valid: _____" which is printed on the front of the ticket.
- The date must be written or stamped in ink. Pencil is not acceptable.
- A ticket is valid only on the date shown.
- A ticket is considered void if the date has been changed or altered in any way.
- The fare inspector or operator may ask to see the ticket as proof of payment.
- Incomplete tickets are not accepted as valid payment for fare.
- All Metro/Sound Transit combination tickets are void after December 31, 2012.
- Customers with tickets that do not comply with the terms of use are subject to a citation and fine of \$124.00 issued by Metro/Sound Transit law enforcement officers.

Failure to adhere to the guidelines may result in the discontinuance of the sale of Metro/Sound Transit combination round-trip tickets to your agency. Take the time to make certain that tickets are completed properly when issued, to ensure transportation access for your clients.

DEFINITIONS

Low-Income:

All households served through the King County Human Service Reduced Fare Bus Ticket Program must be at or below 50 percent of area median income.

Definition of Low Income Per the Federal Department of Housing and Urban Development (HUD) Income Limits (2012)

	FAMILY SIZE							
	1	2	3	4	5	6	7	8
Income not more than:	\$30,800	\$35,200	\$39,600	\$44,000	\$47,550	\$51,050	\$54,600	\$58,100

Homeless (HUD Definition):

- Any individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground
- An individual or family who is homeless and living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels or motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals).

SELECTION PROCESS AND SCORING CRITERIA

Selection Process

When applying for funds, agencies are asked to submit one application for all programs. Agencies/programs serving clients within the City of Seattle will submit an application to Seattle HSD, and agencies/programs serving clients in King County, outside the City of Seattle, will submit an application to DCHS. If an agency is applying for funding for programs in both jurisdictions, they must submit separate applications to HSD and DCHS. HSD and DCHS have the same application deadline.

HSD and the DCHS will compare applicant lists to see if any agencies applied to both jurisdictions and coordinate funding decisions. Once award decisions have been finalized, award letters will be emailed to agencies by mid-November.

Scoring Criteria

Applications will be reviewed and scored based on the funding priority.

Rank Order	
Funding Priority	Points
City of Seattle based homeless program(s) (serving 90 percent or greater homeless persons)	20 points
City of Seattle based low-income program(s)	15 points
King County based homeless program(s), outside the City of Seattle (serving 90 percent or greater homeless persons)	10 points
King County based low-income program(s), outside the City of Seattle	5 points

Seattle HSD will fund eligible agencies/programs based on score. Application for funding through this process does not guarantee a funding award. HSD reserves the right to fund programs at a proportion of their funding request in order to ensure fair and equitable distribution of funds. Regional distribution of funds will be a consideration in making the final award decisions.

APPLICATION SUBMITTAL INSTRUCTIONS

A completed application (hard copy or mail only) must be received by 4:00 p.m. on Friday, November 2, 2012.

One application per agency. All applicants must submit:

1. One completed and signed copy of the application
2. A copy of the agency's Human Service Reduced Fare Bus Ticket Program Policies and Procedures
3. If your program was funded in 2012: A completed 2012 Bus Ticket Usage Log per program. Logs must include January 1, 2012 – October 31, 2012 data. Data for November and December 2012 will be collected in July 2013.

The application and required materials must be submitted by email or a hard copy delivered to the address listed below. Electronic copies must include a signature, so please submit either a copy with an electronic signature or a PDF copy of the original application with signature. Faxed applications will not be accepted. Please send completed applications to:

Seattle Human Services Department
 Transitional Living and Support Division
 Attention: Lindsey Zimmerman
 700 5th Avenue Suite 5800
 PO Box 34215
 Seattle, Washington 98124-4215

Applications received after 4:00 p.m. on November 2, 2012, will not be accepted. Applications that are incomplete and/or do not have an authorized agency representative signature will also not be considered.

TIMELINE

Seattle HSD will review and score the applications and make allocation decisions by mid-November. Award letters will be sent out in mid-November.

Following are key dates to remember:

October 19, 2012	Application materials posted on the Seattle HSD website
November 2, 2012	Applications due to Seattle HSD by 4 p.m.
November 9, 2012	Awards announced
December 10, 2012	Final policies must be approved no later than this date in order to purchase tickets from Metro.
December 21, 2012	Tickets must be purchased from Metro by this date

CONTACT INFORMATION

If you have any questions about the application process or the Metro Human Service Reduced Fare Bus Ticket Program, please contact:

Lindsey Zimmerman at Lindsey.Zimmerman@seattle.gov or (206) 684-0106