

Shuttle Route Application Contacts FAQ

As part of submitting a *Shuttle Route Application* to receive a *Shuttle Route Permit* to share a King County Metro bus stop and/or request a new shuttle vehicle load zone in the City of Seattle, applicants must first submit contact information for several different contact types to the Seattle Department of Transportation (SDOT).

- **Three contact types are required to be sent to employershuttles@seattle.gov prior to submitting an application** in the Seattle Services Portal: *Employer, Shuttle Service Provider, and Financially Responsible Party*.
- Two additional contact types are required to be submitted during the *Shuttle Route Application* process itself: *Applicant and Onsite Contact*.

The role and responsibilities of each required contact type are outlined in the table below. Please note that all major application milestones (i.e. application submittal, permit approval, permit renewal reminders, etc.) will be emailed to ALL contact types associated with an application. A template for emailing the contact information that must be sent to SDOT in advance has been included at the end of this document. For more information about the Employer Shuttles Program, including what to expect during the application process, visit the [Employer Shuttles Program website](#).

Contact Type

Contact Type	Definition	Responsibilities	Due Before Application?
Employer	The organization for whom the employer shuttle service is being provided	<ul style="list-style-type: none"> • Contact linked to the number of shared bus stops allowed per employer in SDOT’s permitting system • Contact must be able to provide the Employer’s Seattle Business License Tax Certificate number to Applicant • If relevant, may need to provide applicant with SBL number of the Shuttle Service Provider 	Yes
Shuttle Service Provider	The organization that operates the vehicles that provide the employer shuttle service	<ul style="list-style-type: none"> • Contact information can be linked to multiple employers on the back end of SDOT’s Accela permitting system for providers serving multiple Employers • If different from Employer, may need to provide applicant with City business license number of the Shuttle Service Provider 	Yes
Financially Responsible Party	The entity responsible for paying for fees associated with this application	<ul style="list-style-type: none"> • Contact will receive monthly SDOT labor invoice notifications via email during processing of Shuttle Route Application – they are the <i>ONLY</i> contact to receive such notifications; these invoices will not be sent until an application is submitted • Must be able to forward to appropriate entity with authority to pay the invoice or be able to pay the invoice themselves 	Yes
Applicant	The individual responsible for entering the information in this application	<ul style="list-style-type: none"> • Creates a Seattle Services Portal account where <i>Shuttle Route Applications</i> for an employer shuttle service are submitted • Enters and submits the <i>Shuttle Route Application</i> 	No – submitted during application process
Onsite Contact	The individual responsible for providing day-to-day information regarding the operations of active routes for the Shuttle Service Provider	<ul style="list-style-type: none"> • Must be able to respond to shuttle operations issues in real time, often a dispatch center or duty officer. • Urgent questions regarding permitted routes (e.g., after the application is approved and during the life of the permit) will be directed to this Onsite Contact. 	No – submitted during application process

Email Template for Submitting Shuttle Route Application Contacts

Feel free to use the email template below when sending SDOT the three contact types that must be submitted in advance of being able to apply for a Shuttle Route Application. The highlighted text must be customized.

To: employershuttles@seattle.gov

Subject: Shuttle Route Application Pre-Submittal Contacts for **Employer Shuttle Service**

Hello Employer Shuttles Program –

I'm reaching out to provide the required contact information for the three contact types needed to submit a Shuttle Route Application in the Seattle Services Portal.

- Employer (the organization for whom the shuttle service is being provided)
 - Does Contact already have an account in the Seattle Services Portal? Choose one: **YES/NO/UNSURE**
 - *Organization Name:*
 - *Contact Name:*
 - *Contact Address:*
 - *Contact Phone Number:*
 - *Contact Email Address:*

- Shuttle Service Provider (the organization that operates the vehicles that provide the employer shuttle service)
 - Does Contact already have an account in the Seattle Services Portal? Choose one: **YES/NO/UNSURE**
 - *Shuttle Service Provider Company Name:*
 - *Contact Name:*
 - *Contact Address:*
 - *Contact Phone Number:*
 - *Contact Email Address:*

- Financially Responsible Party (the organization responsible for paying fees associated with this application)
 - Does Contact already have an account in the Seattle Services Portal? Choose one: **YES/NO/UNSURE**
 - *Financially Responsible Party/Organization Name:*
 - *Contact Name:*
 - *Contact Address:*
 - *Contact Phone Number:*
 - *Contact Email Address:*

Please let me know if you have any questions.

Sincerely,

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