



Hyde Shuttle

Existing Service Areas



Scope of Work & Need

- The Hyde Shuttle Project started in 1997 with one shuttle and now operates 40 shuttles in King County. The project is included in Metro's Strategic Plan for Public Transportation, as part of the Community Access Transportation program (CAT). The CAT Program is a partnership with 26 nonprofits that offers alternatives to ADA Paratransit service. King County Metro acknowledges that their ADA service is not always appropriate for the special needs population and the intent of the CAT program is to help people who are transportation disadvantaged due to age, disability and/or income.
- To provide operating funding assistance to sustain a community-based paratransit service for seniors and people with disabilities in urban, suburban and rural King County who are unable to use public transportation such as the bus or ADA Paratransit, because they cannot afford the fare, not eligible for ADA Paratransit or too frail to use it.

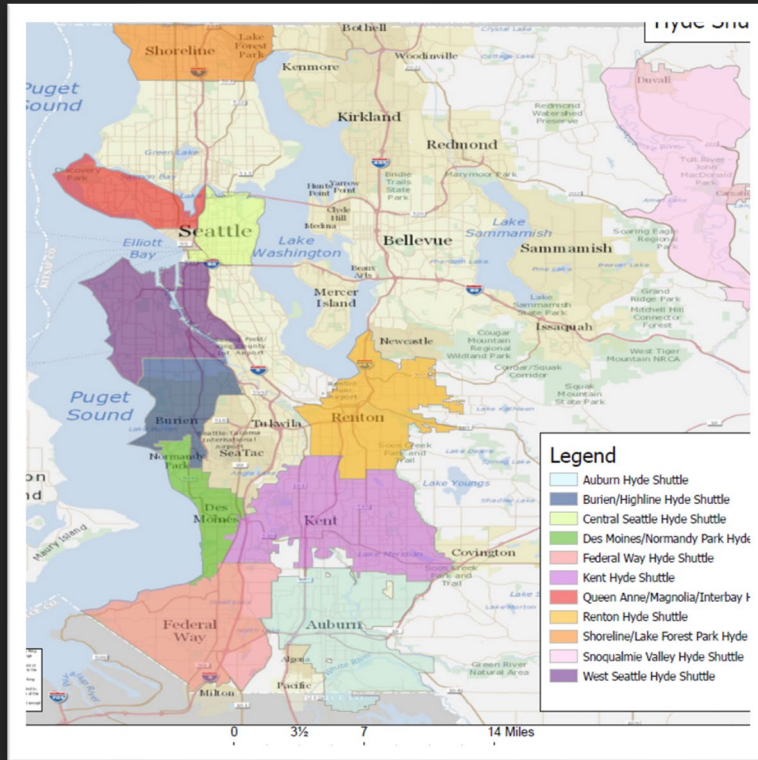


The Hyde Shuttle program provides door-to-door van service for older adults and adults with disabilities throughout many communities in King County. Our friendly, specially-trained drivers transport riders to hot meal programs, medical appointments, senior centers, grocery stores and other local destinations. For those who have difficulty getting around, the service provides an opportunity to socialize and stay active within their communities.

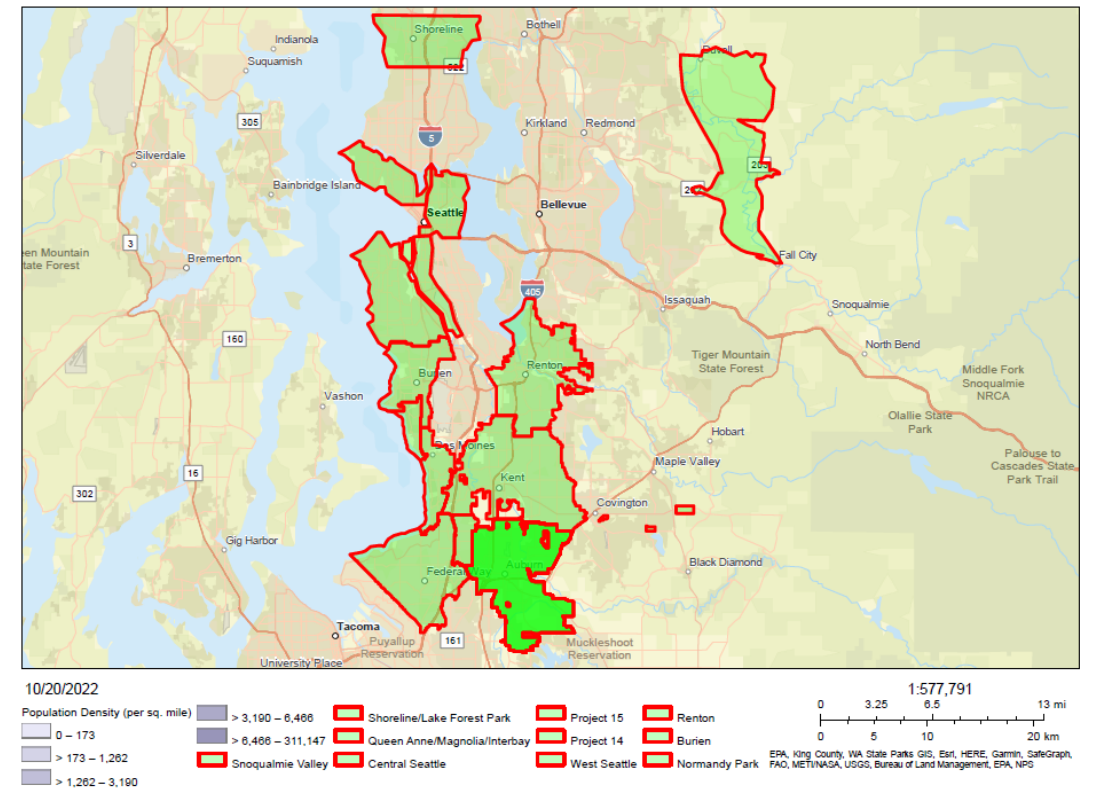
- Available to older adults, 55 and older, and persons with disabilities.
- Able to make reservations over the phone or online
- Social workers, discharge planners, rider advocates, and referral agencies may now request a ride electronically between the hours of 8:00 AM – 4:30 PM, Monday – Friday.
- Transportation provided between 8:00 AM – 4:00 PM, Monday-Friday.
- Maximum 11 riders at a time. Vans sanitized daily



Service Areas



Hyde Shuttle - Population Density





Service Areas

- Beacon Hill – Southeast Seattle
- Burien – Highline
- Central Seattle (First Hill, Capitol Hill, Central Area, International District)
- Des Moines – Normandy Park

- Federal Way
- Kent
- Northeast Seattle
- Northwest Seattle
- Queen Anne/Magnolia/Interbay
- Renton
- SeaTac/Tukwila
- Shoreline – Lake Forest Park
- Snoqualmie Valley
- Skyway
- West Seattle
- Auburn





- Service Level July 1, 2021 – June 30, 2023 (Actual and Budgeted)

- Vehicle Hours – 77,516
- Vehicle Miles – 639,777
- Passenger Trips – 95,745

- Service Level July 1, 2023 – June 30, 2025 (Projected)



- Vehicle Hours – 85,510
 - Vehicle Miles – 709,262
 - Passenger Trips – 75,871
- Service Level July 1, 2025 – June 30, 2027 (Projected)
- Vehicle Hours – 94,061
 - Vehicle Miles – 780,189
 - Passenger Trips – 83,458



Project Service Level Description

- Please note that the reason for a significant drop in trips from actuals to the estimates is because the actuals included meal deliveries during the pandemic. Our population was only using our service to go to essential medical appointments. Transporting meals is more efficient than transporting people.



**July 1, 2023 –
June 30, 2025**

Expense
Total:
\$7,233,631

Revenue
Total:
\$5,140,624

**July 1, 2023 –
June 30, 2025**

Requested
Amount:
\$2,093,007

Percentage
of Match:
71.07%

**July 1, 2025 –
June 30, 2027**

Expense
Total:
\$7,288,829

Revenue
Total:
\$5,141,888

**July 1, 2025 –
June 30, 2027**

Requested
Amount:
\$2,146,941

Percentage
of Match:
70.54%



Special Needs Transportation

- The primary population we serve is older adults, however we also serve people with disabilities. Most of our riders have very limited incomes and 29% of our riders are from communities of color. We improve coordination by partnering with 11 suburban cities, Providence Low Income Housing, our volunteer transportation program, transportation providers, such as Hopelink, Northshore and Snoqualmie Valley Transportation, numerous senior centers and community-based organizations serving people of color to create an integrated and coordinated transportation service. We demonstrate efficiency by providing rides at 83% the cost of Metro's ADA service. We combined our call centers for Volunteer Transportation and Hyde, and this has saved money and ensures that we are able to consistently do live calls. We enhance accessibility by not putting our riders through a complicated eligibility determination process. Riders register for service with a single phone call with no application or eligibility evaluation required. Hyde Shuttles do not charge a fare (optional donation), increasing affordability and access for riders who are unable to pay a fare. The service provides customized response times to meet individual needs, offers short pick-up windows and trip lengths, and group rides for people traveling to the same place. Riders can call one day before and request a ride. We are participating in a One Call One Click pilot with Hopelink this fall to make it easier for riders to find the best transportation provider to meet their needs. Starting this fall with funding from the National Center for Mobility Management we will be operating one bus in three communities on the eastside: Bellevue, Redmond and Kirkland. The service will focus on older adults who are Indian, Russian or Chinese. To overcome language and cultural barriers we will partner with three organizations who work with these populations.

Survey Results

Hyde Shuttle Survey 2022			
	Sent	Number of responses	Rate of response
	300	116	38.7%
1) What is your primary mode of transportation: (Check all that apply)			
Drive myself	10	8.62%	
Ride as a passenger with friends and family	47	40.52%	
Walker/Scooter/Motorized wheelchair	19	16.38%	
Ride as a passenger on a Metro Access van	20	17.24%	
Ride on Hyde Shuttle	103	88.79%	
Taxi	19	16.38%	
Uber/Lyft	13	11.21%	
Volunteer Driver Program; which one?	5	4.31%	
Other (please specify)	21	18.10%	
2) Has Hyde Shuttle program helped you in any of the following ways?			
A) I am able to stay independent			
Most of the time	87	75.00%	
Sometimes	18	15.52%	
Almost never	2	1.72%	
No answer	9	7.76%	
B) I am able to meet my medical, social and employment needs			
Most of the time	90	77.59%	
Sometimes	16	13.79%	
Almost never	4	3.45%	
No answer	6	5.17%	
C) I am able to afford meeting my transportation needs			
Most of the time	81	69.83%	
Sometimes	22	18.97%	
Almost never	4	3.45%	
No answer	9	7.76%	

3) Has Hyde Shuttle program helped you in any of the following ways?			
Reliable			
Most of the time	107	92.24%	
Sometimes	0	0.00%	
Almost never	0	0.00%	
No answer	9	7.76%	
Friendly			
Most of the time	106	91.38%	
Sometimes	2	1.72%	
Almost never	0	0.00%	
No answer	8	6.90%	
Safe			
Most of the time	105	90.52%	
Sometimes	1	0.86%	
Almost never	0	0.00%	
No answer	10	8.62%	
Courteous			
Most of the time	107	92.24%	
Sometimes	0	0.00%	
Almost never	0	0.00%	
No answer	9	7.76%	
Patient			
Most of the time	100	86.21%	
Sometimes	5	4.31%	
Almost never	0	0.00%	
No answer	11	9.48%	
Respectful			
Most of the time	102	87.93%	
Sometimes	1	0.86%	
Almost never	0	0.00%	
No answer	13	11.21%	

Easy to use			
Most of the time	96	82.76%	
Sometimes	5	4.31%	
Almost never	3	2.59%	
No answer	12	10.34%	
4) Does the Hyde Shuttle program improve your access to health services and/or access to healthy foods?			
Strongly improves	80	68.97%	
Somewhat improves	17	14.66%	
Does not improve	4	3.45%	
No answer	15	12.93%	
5) What types of activities or services do you currently use? (Check all that apply)			
Adult day care/health	3	2.59%	
Caregiver support (caring for a family member or friend)	3	2.59%	
Dental, hearing or eye care	50	43.10%	
Food bank	10	8.62%	
Food or nutrition program (community kitchens, meal site, home-delivered)	13	11.21%	
Health workshops/fitness classes	10	8.62%	
In-home personal care (assistance with chores, bathing, meal preparation, etc)	13	11.21%	
Pharmacy	32	27.59%	
Senior or Community Centers	23	19.83%	
Social worker/case manager (care and services coordination)	10	8.62%	
Transportation	79	68.10%	
None	6	5.17%	
Other (please specify)	10	8.62%	
6) Race/Ethnicity (Check all that apply)			
Hispanic/Latino	3	2.59%	
American Indian/Alaska Native	3	2.59%	
Asian/Asian-American	10	8.62%	
Black/African-American	15	12.93%	
Hawaiian Native/Pacific Islander	1	0.86%	
White/Caucasian	78	67.24%	
Something Else	1	0.86%	
I prefer not to say	1	0.86%	
None of the above	4	3.45%	



Questions?