



Hyde Shuttle

Eastside Expansion



Scope of Work & Need

- To provide operating funds to start a community-based paratransit service for seniors and people with disabilities in Bellevue, Kirkland, and Redmond 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.
- Accessible transportation options for older adults and adults with disabilities are limited on the Eastside (Bellevue, Redmond and Kirkland). There is a large number of seniors, especially BIPOC population in need of our service. Out of 319,000 residents, 41% were born in over 90 different foreign countries, 44% speak a language other than English at home. Also 14% of the population are over 65 years old. 56% of respondents surveyed report that transportation is a challenge for participating in social and/or recreational activities. About 13% of all households headed by someone age 65 or older did not have a vehicle and 39% of renter households headed by someone age 65 or older did not have a vehicle. Lack of personal transportation is one of the main reasons older adults miss medical appointments and are less likely to participate in social, family, and/or religious activities which can result in physical fragility and social isolation.



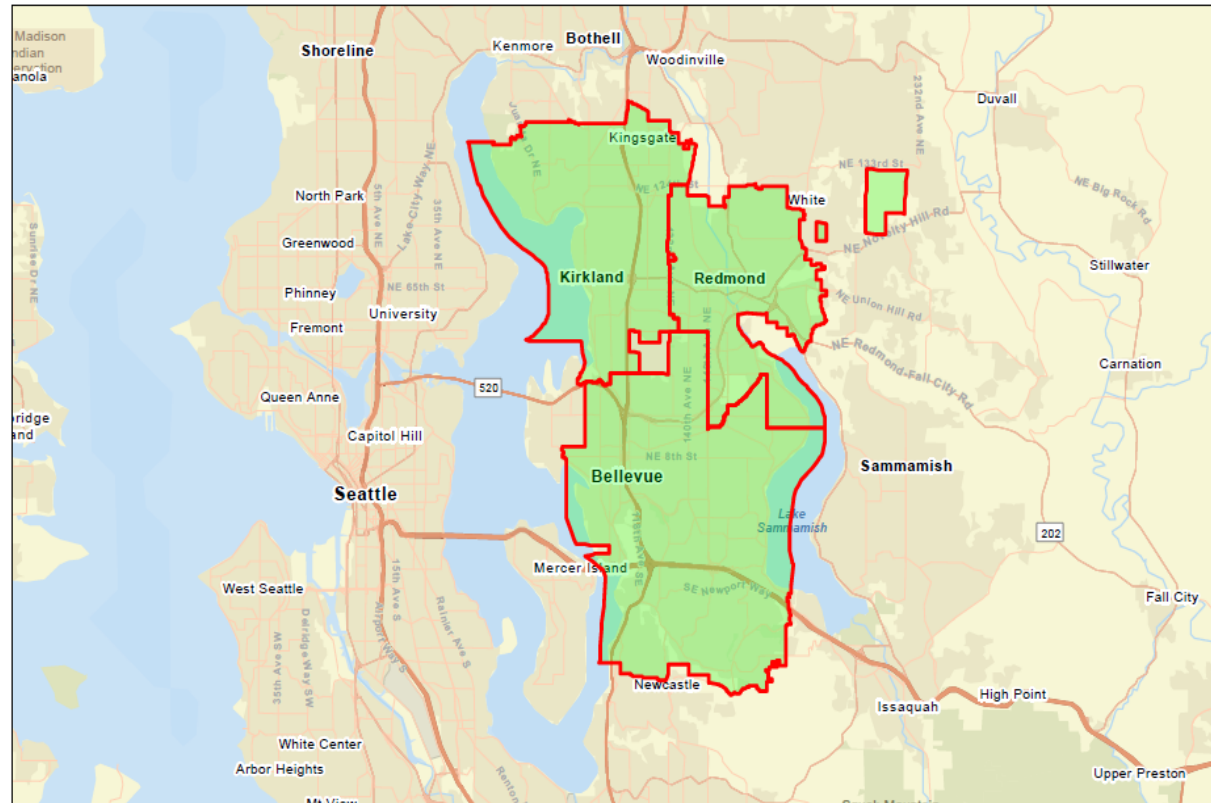
The Hyde Shuttle program provides door-to-door van service for older adults and adults with disabilities throughout many communities in King County. Our friendly, specially-trained drivers transport riders to hot meal programs, medical appointments, senior centers, grocery stores and other local destinations. 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 - Eastside



10/19/2022

Redmond Kirkland Bellevue

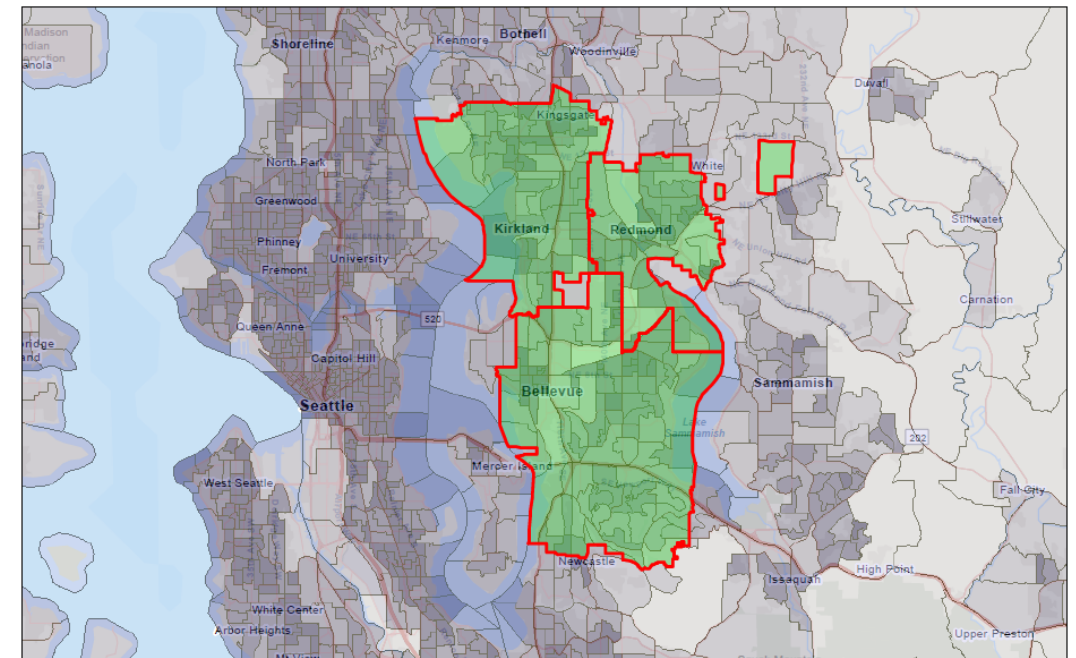
1:288,895

0 1.5 3 6 mi

0 2.5 5 10 km

City of Bellevue, WA, King County, WA State Parks GIS, Esri, HERE, Garmin, SafeGraph, METNUSA, USGS, Bureau of Land Management, EPA, NPS,

Hyde Shuttle - Eastside Population Density



10/19/2022

Redmond Kirkland Bellevue

Population Density (per sq. mile)

0 – 296

> 296 – 1,831

> 1,831 – 4,076

> 4,076 – 8,042

> 8,042 – 297,559

1:288,895

0 1.5 3 6 mi

0 2.5 5 10 km

EPA, City of Bellevue, WA, King County, WA State Parks GIS, Esri, HERE, Garmin, SafeGraph, METNUSA, USGS, Bureau of Land Management, EPA,



Service Areas

- Bellevue
- Kirkland
- Redmond

Our project meets a need identified by vulnerable members of the community. The need for door-to-door demand response service was identified through a series of focus groups held this past year with older adults from the following communities: Russian, Latinx, Indian and Chinese. Our eastside expansion will provide door to door demand response service to riders who are not able to use Access in three communities which do not have this service. The DART service operated by Hopelink works well for people who are mobile enough to leave their home and walk to one of the stops on the deviated fix route. It doesn't work well for people who live further away from one of the stops or can't leave their home without assistance.





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

- Vehicle Hours – 22,322
- Vehicle Miles – 185,946
- Passenger Trips – 21,672

Bellevue, Kirkland, and
Redmond



Project Service Level Description

- No actual data was available since this is an expansion, so we used our existing service numbers and arrived at the average number of trips per bus per year. We multiplied this number by seven buses which is what we estimate will adequately serve the Eastside cities. The number of buses needed was arrived at my consulting with Metro and relying our own experience of what it takes to service the cities of this size. If there is more demand and we have excess capacity in other sections of the service area, we have flexibility to shift resources where the demand is greatest. After we came up with an estimated number of trips, we applied it to the average miles per trip and the average service hours as well. Again, we used our existing service to arrive at both average miles and average revenue hours per trip. We chose not to use the size of the cities or population density because there isn't necessarily a direct relationship between these numbers and the number of trips, miles and revenue hours.



**July 1, 2023 –
June 30, 2025**

Expense
Total:
\$1,226,145

Revenue
Total:
\$648,545

**July 1, 2023 –
June 30, 2025**

Requested
Amount:
\$577,600

Percentage
of Match:
52.89%

**July 1, 2025 –
June 30, 2027**

N/A

**July 1, 2025 –
June 30, 2027**

N/A



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.



Focus Groups Feedback

- Preliminary questions: When you think of transportation – where do you need to go?
 - Groceries
 - Church
 - Parties
 - Family
 - Friends
 - Cultural events
 - Mall
 - Doctor
 - Park
 - Pharmacy
- Participants want a service that is free/low cost (\$1-2) or donation based. Most were happy to pay something for a service and appeared to prefer to pay a few dollars rather than nothing. One participant did mention that income was a barrier so she would prefer not being required to pay.
- Most services are not door to door.
- Don't feel safe riding the bus alone, especially in the evenings
- Vehicle that can accommodate wheelchairs would be helpful.
- Notified if there is a delay. Driver will be considerate and compassionate.
- Yes, agree with this with an emphasis on the need for language services. Phone calls are most used with this group and the preferred method.



Questions?