



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 321,650 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.



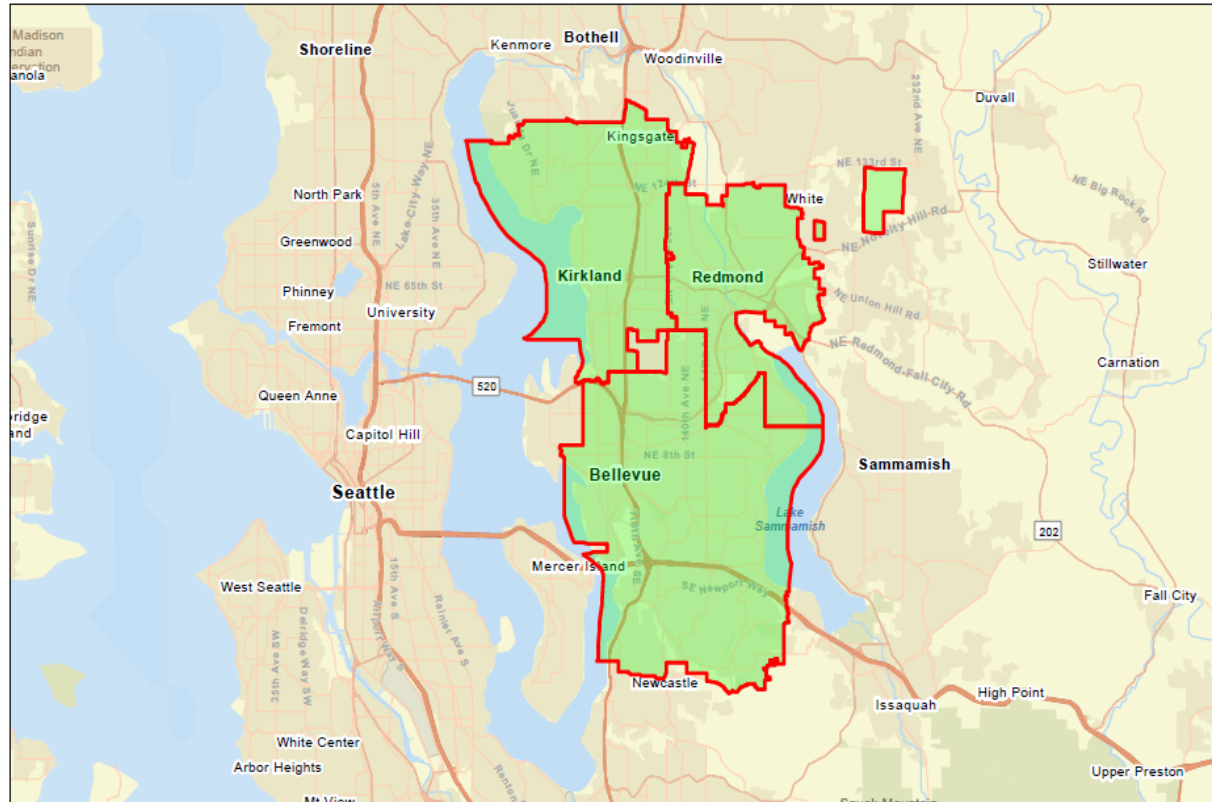
The Hyde Shuttle program provides door-to-door van service for older adults and adults with disabilities throughout many communities in King County. Our friendly, specially-trained drivers transport riders to hot meal programs, medical appointments, senior centers, grocery stores and other local destinations.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

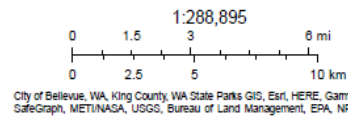


Service Areas

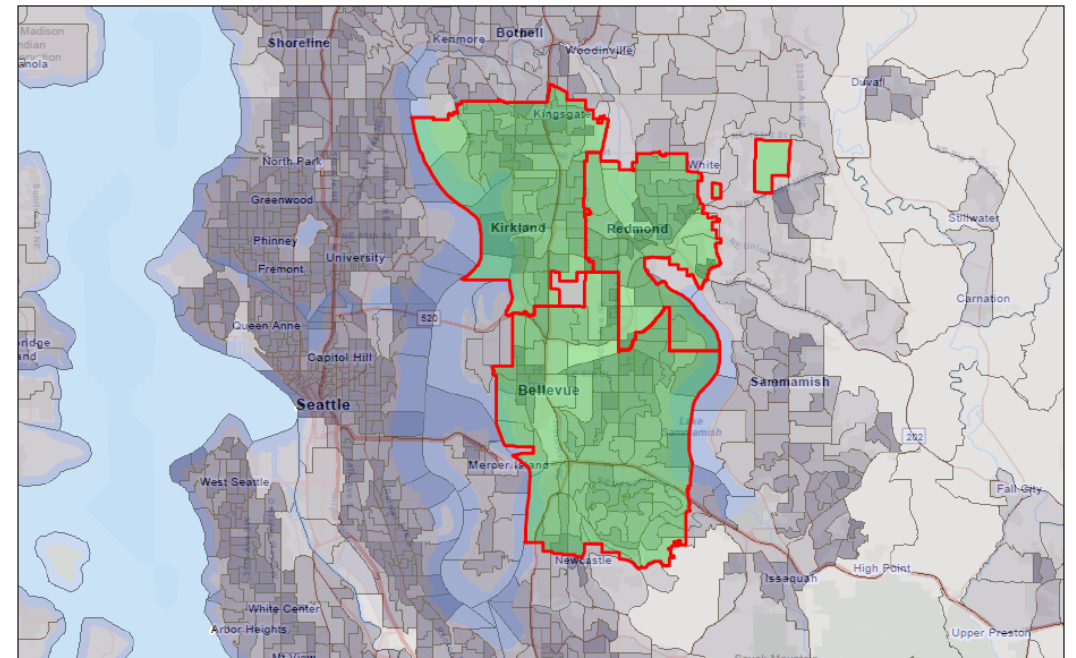
Hyde Shuttle - Eastside



10/19/2022
 Redmond Kirkland Bellevue

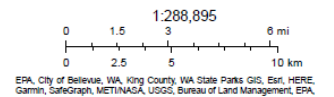


Hyde Shuttle - Eastside Population Density



10/19/2022

<ul style="list-style-type: none"> Redmond Kirkland Bellevue 	<p>Population Density (per sq. mile)</p> <ul style="list-style-type: none"> 0 – 296 > 296 – 1,831 > 1,831 – 4,076 > 4,076 – 8,042 > 8,042 – 297,559
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Service Areas

- Bellevue
- Kirkland
- Redmond

Our project meets a need identified by vulnerable members of the community. Hyde Shuttle - Eastside will provide door to door demand respond 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, 2024 (Actual)

- Vehicle Hours – 3,777
- Vehicle Miles – 43,561
- Passenger Trips – 3,141

July 1, 2023 – June 30, 2025
(Total of Actual and Budgeted)

- Vehicle Hours – 7,932
- Vehicle Miles – 91,478
- Passenger Trips – 6,596



- Service Level July 1, 2025 – June 30, 2027 (Projected)

- Vehicle Hours – 10,072
- Vehicle Miles – 116,162
- Passenger Trips – 8,376

Percent of Change:
26.98% Increase



Project Service Level Description

- **Primary Data:** We utilized first year ridership data from the Eastside Hyde Shuttle program to estimate future demand, including metrics such as trip volume, ridership growth, and miles driven. Based on this data, we determined that four buses would be required to adequately serve the Eastside community.
- **Assumptions: Ridership and Capacity** – We are currently operating three full-time buses and have enough demand to support the addition of a fourth bus.
- **Trip Estimates:** After estimating the number of trips, we applied it to the average miles per trip and the average service hours as well. 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, 2025 –
June 30, 2027

Expense
Total:
\$1,425,365

Revenue
Total:
\$698,313

July 1, 2025 –
June 30, 2027

Requested
Amount:
\$724,857

Percentage
of Match:
48.99%

July 1, 2027 –
June 30, 2029

N/A

July 1, 2027 –
June 30, 2029

N/A

Special Needs Transportation

- Most of our riders have very limited incomes and 29% of our riders are from communities of color.
- We demonstrate efficiency by providing rides at 83% the cost of Metro's ADA service.
- 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 plan to continue offering a shuttle that can travel between the three cities of Bellevue, Redmond, and Kirkland. This idea was originally proposed and operated under the NCMM Mobility grant with the Rides & Smiles pilot. This continues to be a popular option for riders.



Questions?