Serving our aging population since 1997

We also serve those of any age with a disability





SOUND generations

Hyde Shuttle



The Hyde Shuttle Project started in 1997 with one shuttle and now operates 36 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 multiple 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.

Our goal is to sustain our operating funding for growing needs within our aging population, 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.

We want to be there to be able to keep our aging population as independent as possible and get them out of their homes to socialize.



Thank you for your wonderful service. We would not be able to get my mom to her treatments so painlessly w/out you. All of your drivers are wonderful & thoughtful & so respectful. We appreciate all of you

[redacted]



Dear Hyde Shuttle,

I want to take this opportunity to ~~applad~~ appreciate my driver. His name is [redacted]. He is thoughtful, clean & neat. He's always safe & aware

Sincerely,

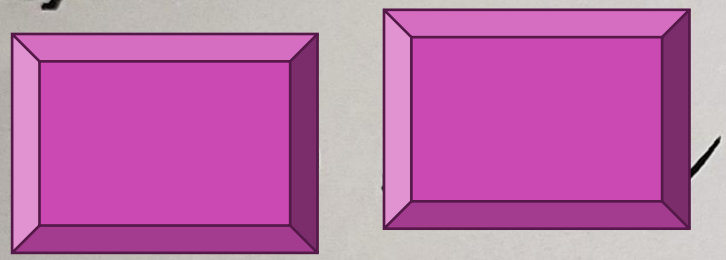
[redacted]

[redacted]

To the Hyde Shuttle,

I am so very pleased with the wonderful service provided by the Hyde Shuttle for our drive on Thursdays from University House on Stone Way too the Wallingford Senior Center.

Sincerely.



We serve many riders, sometimes we are the only reason that they were able to get out to socialize or even see their friend that week. We recently had one of our drivers go to pick up one of our regular riders who take rides to the Dr's or the grocery store. This rider did not immediately come out to get onto the van. The driver thought that to be odd, so they went and knocked on the door and heard from inside the word " help" our driver asked through the door, did you say help? And they heard the word "help" again- just as this was happening a neighbor came walking by and our driver asked if they could assist them and go see what help was needed.

Our rider had been inside the tub for over 6 days. They had access to water but no food since they were unable to get up. We were able to have the neighbor stay with them, we called 911 and the rider was able to get assistance and into the hospital. This rider has since recovered and is doing well. They called and told us they we saved their life. It is stories like these that keep us going and doing this essential work for our communities.

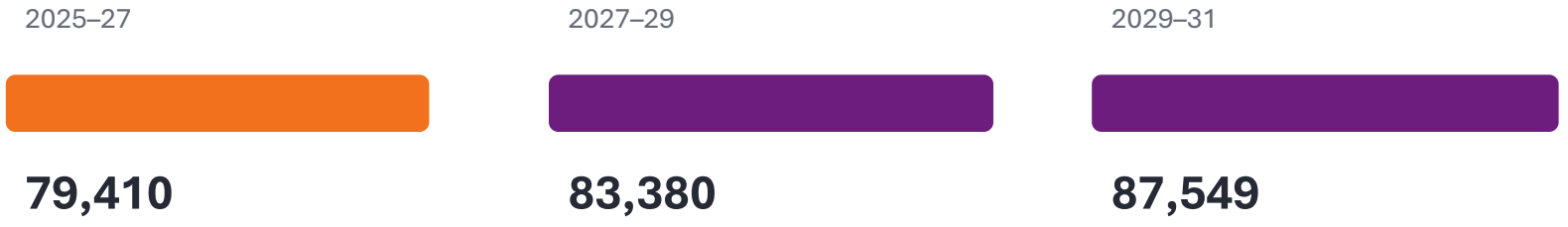
Our aging populations need us and the work that we do.

We are more than just a ride home.

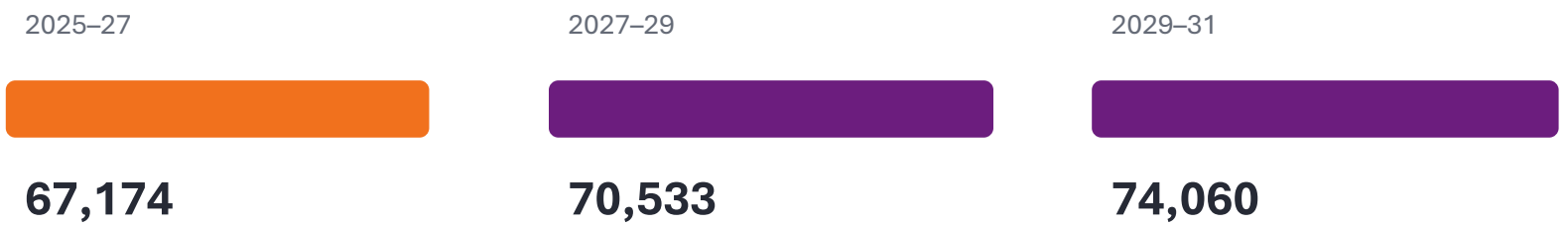
FOUR-YEAR SERVICE OUTLOOK

Projected growth across both bienniums

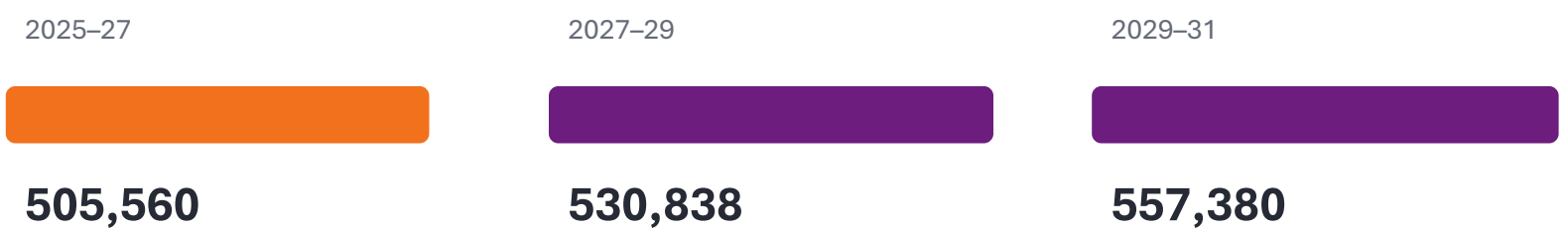
ONE-WAY PASSENGER TRIPS



PASSENGER VEHICLE HOURS



PASSENGER VEHICLE MILES



Each measure grows approximately 5% per biennium. 2025–27 = current estimate.

The need for a growing Transportation service

56M

Americans age 65+ in 2026

16.8%

Share of U.S. population

10,000

Americans turning 65 every day

73M

Projected seniors by 2030

6.7M

Americans age 85+ (fastest-growing segment)

19.4 yrs

Average life expectancy at age 65

Most of our riders have very limited incomes and approx. 39% of our riders are from communities of color.

We demonstrate efficiency by providing rides at approx. 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.

- In 2025 Hyde Shuttles served over 58,606 one-way trips with a denial rate of 20%

- This year, were on target to serve approx. 10 % more than last year.

- While we have decreased our denial rate from 20% to 16% from 2025 to 2026. There are still riders out there that desperately need our services.

- We strive to always keep our denial rate down below 10% these funds would help us do just that.


4108
Hyde
Shuttle

With the grant award this will give us the ability to hire 2 more drivers for our increase in demand and **sustain** our current ridership into the next 4 years.

This will service more riders that need our assistance in getting out of their homes to visit with friends, going to the medical necessary appointments and going grocery shopping for food and nutrition. All very important for their health and wellbeing.



2027-2031 Funding and Impact
Sustaining impact over four years

TOTAL PROJECTED OPERATING EXPENSES

2027–29

$10.99M

2029–31

$11.58M

2027–29 WSDOT REQUEST

$3.314M

2027–29 OTHER PROJECT RESOURCES

$7.671M

2029–31 WSDOT request: $3,911,976 (submitted application).

This will maintain countywide service and strengthen capacity with two additional drivers.