

TRANSPORTATION

How it works

How does door-to-door service work?

If you are approved for door-to-door service, you will need to meet your driver at the main door of your home or the main lobby of your building. Drivers are not allowed to enter homes or go beyond the lobby of a facility.

Drivers can help with getting you to and from the car by pushing a wheelchair, providing a steady hand or carrying small packages, if needed.

However, if you need help getting to your front door or to the lobby where you live, or if you will need more help when you arrive at your appointment, you must bring an escort along on the ride with you.

Your driver

The main job of the driver is to safely operate the vehicle. All drivers are trained to work the lift and ensure that you are secure in the vehicle. If you need help getting in or out, the driver will offer you a steady hand. However, drivers are not medically trained and cannot act as an escort for your trip.

Drivers are expected to follow the shortest, most efficient route to and from your appointment, and are not allowed to travel a different route at a passenger's request.

To help ensure the safety, security, comfort and convenience of all of those who use our services, please do not interfere with the safe operation of the vehicle. Any distraction can endanger passengers, drivers or bystanders.

FAQ'S

Helpful hints for a good experience

When will my ride arrive?

When you book your trip, you will be given a pickup window – this is the 30-minute period of time when you can expect your car to arrive to pick you up. Please plan to be ready five minutes before the beginning of that window of time, and be prepared to wait up to 30 minutes for your driver to arrive.

Why is it so important to be ready?

Your driver may be picking up other clients that day who also have specific appointment times, so it is important for everyone that the driver stay on schedule.

Where is my ride?

Your driver may arrive anytime within the 30-minute window you were given when you made your appointment. If a driver still has not arrived by the end of that time, please call the "Where's My Ride" number that is listed in this brochure. If you have Internet access, you can also find out about your ride at MyRideOnline.org.

Please wait until the 30-minute window is over before calling.

Vehicles

Hopelink uses many different types of cars. Your mobility will determine which type of car will pick you up. If you require a specific type of car, you may need a letter from your doctor explaining your travel needs.

Since 1971, Hopelink has served homeless and low-income families, children, seniors and people with disabilities. Hopelink's mission is to promote self-sufficiency for all members of our community; we help people make lasting change.

NEED HELP?

Here's how to reach us:

To make a reservation: Call Monday-Friday, 8 am – 5 pm

KING COUNTY RESERVATIONS

800-923-7433

SNOHOMISH COUNTY RESERVATIONS

855-766-7433

TO LOCATE A SCHEDULED RIDE CALL WHERE'S MY RIDE (LINES OPEN 24/7)

King County: 800-595-2172

Snohomish County: 888-913-2172

Where's My Ride Online: Myrideonline.org

TTY

800-246-1646

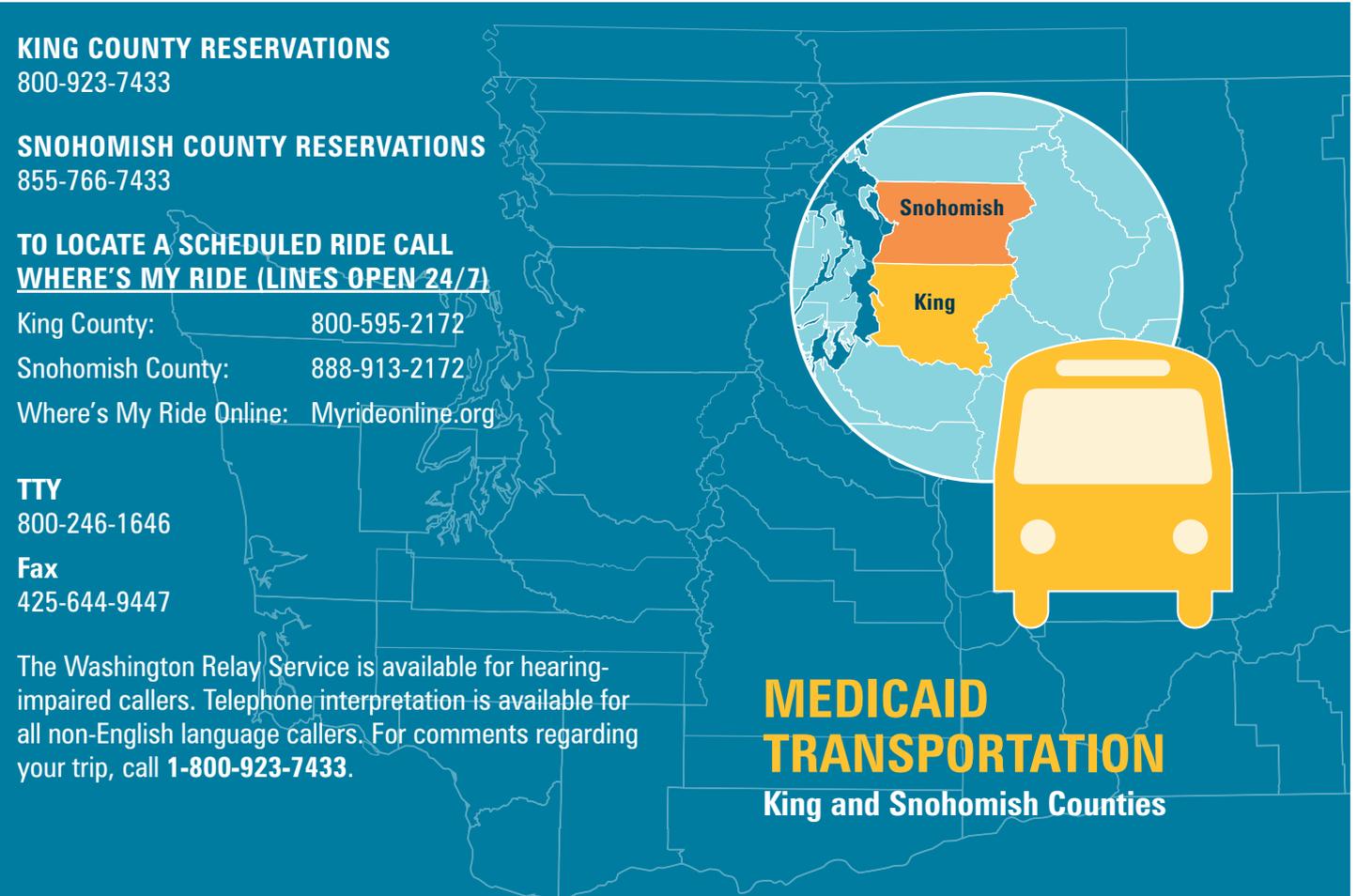
Fax

425-644-9447

The Washington Relay Service is available for hearing-impaired callers. Telephone interpretation is available for all non-English language callers. For comments regarding your trip, call **1-800-923-7433**.

DOOR-TO-DOOR SERVICE

What to Expect



MEDICAID TRANSPORTATION
King and Snohomish Counties

For additional information:
www.hope-link.org

hopelink

What if driver arrives early?

If your car arrives before the start of your pickup window, you may get in the car immediately or you may wait until the start of your pickup window to enter the car. But remember, if the driver arrives early, the longest they can wait for you is five minutes past the start of the pickup window.

What if I finish my appointment early?

If you finish your appointment more than two hours before you are scheduled to be picked up for your return trip, call Hopelink to see if an earlier pick up time is available. Early pickups are based on the availability of the driver and are not guaranteed. If your scheduled pickup is in less than two hours, you will not be able to request an earlier time.

What if I am not ready when my ride is due?

If you are not ready to leave within five minutes of your car's arrival, the driver may have to leave without you. If you know you will not be ready at your planned pickup time, please call Hopelink as soon as possible and we will send a new ride to pick you up. However please be aware that this "ASAP" car could take 1-2 hours to arrive.

What if I need to cancel my ride?

If you have a ride scheduled that you no longer need, please call Hopelink to cancel as soon as possible.

What if I need to change a scheduled ride?

If you need to make changes to a scheduled trip (i.e. time, location, address), you must call Hopelink at least two days in advance. Hopelink will attempt to honor your request but cannot promise that all changes can be made. Note: Clients must call Hopelink to make the change, as drivers are not allowed to make changes without approval from Hopelink.

Can I schedule a ride for the same day?

It is possible to book a ride for an urgent appointment, however you may have to wait 1-2 hours for the ride to arrive. Urgent rides can be scheduled 24 hours a day, 7 days week.

An "urgent" health care situation is one that does not require calling 911 but cannot wait 2 business days. Requests for urgent rides are subject to verification and are not an option for routine appointments.

What should I do before my 30-minute window begins?

- Take a restroom break. Drivers are unable to make any stops en route for this purpose.
- Make sure your mobility device is in good working order. If you use a scooter, make sure the battery is fully charged.
- If you use oxygen, make sure your supply is more than sufficient in case your trip takes longer than expected.
- Make sure you are ready five minutes before the window begins. The car can arrive anytime during the window and the driver cannot wait more than five minutes.

What should I do after the 30-minute window begins?

- Wait where you can see the car arrive. If you are at home, wait near a window. If you are at an appointment or in another building, wait in the main lobby. The driver will knock on your door or come into the lobby, but will not be able to enter your home or go beyond the lobby in order to locate you.

What happens when the vehicle arrives?

- The driver will look for you at the pickup point and identify him or herself.
- The driver will wait five minutes. If you have not entered the car within this five-minute period, the driver will have to leave. If this happens, you will need to contact Hopelink to schedule another ride.



Rider Conduct

Hopelink is committed to providing a safe and pleasant experience for all clients and has put in place a code of conduct for those who use our transportation services. Hopelink clients are responsible for the conduct of their escorts and/or guests, including children.

Riders must:

- Remain seated and wear seat belts at all times.
- Not consume food or beverage in vehicles.
- Not use tobacco in or near vehicles.
- Not bring objects that are dangerous or that may cause injury to another person on vehicles.
- Not tamper with vehicle equipment or distract drivers during transport.
- Be ready at beginning of pickup window and wait where you can see the vehicle when it arrives. Drivers cannot call clients prior to arrival.
- Be courteous to drivers, fellow passengers, and Hopelink staff.
- Cooperate with drivers and Hopelink staff at all times.
- Contact Hopelink as soon as possible to cancel, change, or check the status of a ride. Clients should not contact Service Providers directly.
- Keep personal assistance devices (walkers, wheelchairs, etc.) in good condition. Clients traveling with personal oxygen units must ensure they bring enough oxygen for the trip and any possible delays.
- Be responsible for their attendants, escorts and service animals.
- Comply with applicable state, local, and federal laws during transport.
- Understand that any misconduct may result in limited mode options.

