

**COVID-19  
Vaccine  
Transportation  
Resources**

Community  
Engagement Task Force  
C4PA

Updated: June 2022

COVID-19 Vaccine Transportation Resources. Updated June 2022.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).

To request information on Transportation Resources in another language, dial the number 2-1-1. Visit <https://wa211.org/> for more information.

**To submit additional transportation resources, please email [equity@doh.wa.gov](mailto:equity@doh.wa.gov).**

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## Vaccine Hotline – Language Assistance Available

### *Vaccine Hotline – Washington State Department of Health*

Department of Health's vaccine hotline, 833-VAX-HELP. **Language assistance is available.** You can also text your zip code to 438-829 (GET VAX) or 822-862 (VACUNA) for vaccine locations near you.

## Homebound and need a COVID-19 vaccine?

[Fill out a secure online form](#) to let DOH know if you or someone you know is homebound. Your answers will allow DOH to connect individuals to available County and/or State Mobile Vaccine Teams.

The Washington State Department of Health (DOH) launched a new mobile COVID-19 vaccination effort across Washington state. The Care-A-Van serves communities disproportionately impacted by COVID-19. To learn more about the DOH Care-A-Van, please visit the [Care-A-Van webpage](#).

## Transportation Equity and Accessibility

### *Recommendations and Strategies*

- [Transportation Needs Memo](#) identifies barriers and recommendations for improving transportation resources for vaccination
- [Regional Transportation Plan Update & Specialized Transportation Survey Results \(PDF\)](#)
- [Center for Independence Accessibility Check List \(PDF\)](#) - Checklist to ensure vaccine sites are accessible to people with disabilities
- [COVID-19 Best Practice Information: Considerations for People with Disabilities | FEMA \(PDF\)](#)
- [Health and Safety Tips for Riding Transit](#)

## Statewide Resources

### *The Washington Health Care Authority*

[Washington Health Care Authority](#) covers non-emergency transportation for eligible clients to and from covered health care services through transportation brokers. Services are available in each county. **Scroll down for the Transportation Broker Directory to find a broker in your county.**

- [Non-Emergency Medical \(NEM\) Regional Transportation Broker Map \(PDF\)](#)

### *Medicaid Qualified Transportation Assistance*

[Fact Sheet](#) about how Apple Health clients can access non-emergency medical transportation for COVID-19 vaccinations. (Click on **Get Publication**)

The Washington State Health Care Authority offers transportation to non-emergency health care appointments. This service is free for people with Apple Health who have no other way to get to their appointments. People enrolled in other state medical aid programs can also get help if the program covers transportation.

#### **You are eligible for transportation help if:**

- You have a current Provider One services card (the Apple Health ID card)
- You have no other way to get to your health care appointment
- The health care visit is covered by your Apple Health program. Visit the Apple Health website for more information about [covered services](#).

If you are eligible, a transportation broker can help arrange a ride to your appointment. They can help you with options like public transit, gas vouchers, mileage reimbursement, taxis, ferries, or wheelchair vans and accessible vehicles.

To get transportation for a health care appointment, call the transportation broker for your county. You can find a list of transportation brokers by county at the [Health Care Authority website](#). When you call, be ready to give this information to the transportation broker:

- Your Provider One services card
- Your pick-up address
- Your provider's name and phone number
- The appointment date and time
- The type of healthcare appointment (vaccine, dialysis, dental, etc.)
- Your return time, if you know it

Make sure to plan when setting up transportation. Try to call at least 7-14 days before your appointment. With advance notice, you are more likely to find transportation. In some counties, you may be able to get a ride to mass vaccination sites with 24 hours' notice.

## Lyft

**LyftUp** - Lyft is mobilizing partners and community members to help provide access to millions of rides to and from vaccine appointments. [You can “send a ride” to someone using Lyft](#). For a person to “receive a ride,” they need to have their own Lyft account and app.

## Local and Region-Specific Resources

Note: If you do not see your county listed, you can call 2-1-1 for support. You can also call your regional transportation broker which are listed at this link: [Non-Emergency Medical \(NEM\) Regional Transportation Broker Map \(PDF\)](#). Scroll to the bottom and click your region.

### Adams County

- [Special Mobility Services](#) helps people in eastern Washington get to their Medicaid health care appointments. They offer fuel vouchers, as well as rides on the public bus, in taxis, or with volunteers. They have community shuttles on fixed routes and Medicaid transportation.
  - In-language webpages available
- [People for People](#) - Provides transportation options for seniors, individuals with disabilities and the general public.
  - For services, call 509-248-6793, 1-800-233-1624, or TDD/TTY: 800-606-1302. People to People offers, Door-to-Door Transportation (Non-Medicaid) and Fixed Route Service:
    - Door-to-door service is often called Para-Transit or Special Needs transportation. PFP’s door-to-door service is fare-free and available in **Adams**, Grant, Lincoln, and Yakima counties. It requires a reservation at least two business days ahead. Our service is available for older adults (60+ years), low-income households, youth, persons with disabilities, and veterans.
    - People For People’s Community Connector fixed-route services are available to the general public and are fare free. They operate on a preset route and times, throughout the following counties: **Adams**, Benton, Chelan Douglas, Franklin, Grant, Lincoln, Yakima.

### Benton County

- Please call [541-766-6120](#) for COVID-19 inquiries, vaccine or testing location assistance, and all other questions related to COVID-19.
  - Choose a language, then press 0 to speak to a representative.
  - The Call Center is open Monday through Friday from 9:00 a.m. - 3:00 p.m.
  - Callers can also leave a message and phone number after hours for a return phone call.
- [People for People](#) - Provides transportation options for seniors, individuals with disabilities and the general public. For services, call 509-248-6793, 1-800-233-1624, or

TDD/TTY: 800-606-1302. People to People offers, Door-to-Door Transportation (Non-Medicaid) and Fixed Route Service:

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- For more information about [transportation options](#) in Benton County, call 2-1-1.

### Cowlitz County

- If you need help getting to vaccination sites in Cowlitz County, call [Community in Motion](#): (360) 762-5292 at least two business days prior to your appointment for a free ride.
- [River Cities Transit](#) provides reduce fare fixed bus route service as well as paratransit service for disabled citizens in the Longview/Kelso urban area. Call 360-442-5663 for more information.
  - [RiverCities LIFT](#) is a curb to curb public transportation service for those persons whose disability limits their ability to ride the fixed-route independently. Eligibility for RiverCities LIFT is determined by submitting the below application. Applications are available at the Longview Transit Center or by requesting one at (360) 442-5663. Applications are reviewed in the order they are received.
    - [LIFT Application \(English\)](#)
    - [LIFT Solicitud de Elegibilidad \(Spanish\)](#)
    - To schedule a ride, call 360-442-5667, by 5 pm the day prior up to 14 days in advance. Reservations can be made 24 hours a day, outside of regular business hours, please leave trip request information on the voicemail.
- [Lower Columbia Community Action Program \(CAP\)](#) – Provides transportation services for seniors and Medicaid.
  - For senior citizens, call (360) 200-4910 or 360-200-4911.
  - For Medicaid, call 1-(800) 752-9422. Hours: Monday-Friday (8:30am-4:30pm)

### Other resources for Southwest Washington

- <https://www.tripresourcecenter.org/> - Resource for SW Washington to help plan your trip from Point A to Point B.
- Wahkiakum on the Move - (360) 795-3101; Email: [stillingsr@co.wahkiakum.wa.us](mailto:stillingsr@co.wahkiakum.wa.us)
- [Community in Motion](#) - Serves five county areas in Southwest Washington including Wahkiakum, Cowlitz, Clark, Skamania, and Kickitat.

## Grant County

- [Special Mobility Services](#) helps people in eastern Washington get to their Medicaid health care appointments. They offer fuel vouchers, as well as rides on the public bus, in taxis, or with volunteers. They have community shuttles on fixed routes and Medicaid transportation.
  - In-language webpages available
- [Grant Transit Authority](#)
  - **DART (Dial-A-Ride Transportation)** service is a shared ride transportation option for all persons in Wilson Creek, Royal City, Mattawa and the Grand Coulee areas. The general public may use it for trips that are not served by a regular fixed route bus. To schedule a ride, please dial [\(509\) 765-0898](tel:5097650898) ext. 101.
    - Service areas include Moses Lake, Wilson Creek, Mattawa, Ephrata, Soap Lake, Coulee City, Electric City, Royal City, and Grand Coulee
  - **ACCESS Program Transportation Resources for people with disabilities**
    - To request an application for, or additional information regarding, ACCESS Service, please contact the ACCESS Program Coordinator, Saira Martinez at 509-766-1688 or toll-free at 800-406-9177. You can also request additional information via e-mail at [sairam@granttransit.com](mailto:sairam@granttransit.com).
      - [More information in English](#) (PDF)
      - [Más información en Español](#) (PDF)
- [People for People](#) - Provides transportation options for seniors, individuals with disabilities and the general public.
  - For services, call 509-248-6793, 1-800-233-1624, or TDD/TTY: 800-606-1302. People to People offers, Door-to-Door Transportation (Non-Medicaid) and Fixed Route Service:
    - Door-to-door service is often called Para-Transit or Special Needs transportation. PFP's door-to-door service is fare-free and available in Adams, **Grant**, Lincoln, and Yakima counties. It requires a reservation at least two business days ahead. Our service is available for older adults (60+ years), low-income households, youth, persons with disabilities, and veterans.
    - People For People's Community Connector fixed-route services are available to the general public and are fare free. They operate on a preset route and times, throughout the following counties: Adams, Benton, Chelan Douglas, Franklin, **Grant**, Lincoln, Yakima.

## King County, Pierce County, and Snohomish County

- [Hopelink Transportation Resources](#) – Learn more about three offered programs, DART Transit, Medicaid Transportation and Mobility Management
- <https://www.findaride.org/covid> - COVID-19 transportation resources hub for Seattle, Bellevue, King County, Pierce County, and Snohomish County. Specific resources are available for people with disabilities, low-income, limited-English proficiency, Medicaid, veterans, and Tribal members.
  - You can also call the Transportation Resources Line (TRL) to get support, (425) 943-6760. The TRL is open Monday-Friday, 8:30 am – 4:00 pm.

## King County

- If you need language interpretation or online help, call the King County COVID-19 Call Center: 206-477-3977, 8 a.m.-7 p.m. Please say your preferred language when



connected. If you have a disability and need accommodation, email [publichealthaccommodations@kingcounty.gov](mailto:publichealthaccommodations@kingcounty.gov) or call 206-477-3977.

- For vaccine locations near you, text your zip code to 438-829 (GET VAX). For telephone-to-text relay service, dial: 7-1-1 or 1-800-833-6384. For tactile interpretation, contact: <http://seattledbsc.org/>

## Community Van

- [Community Van](#) is a reservation-based, ADA-accessible rideshare program that operates in several cities around King County. To schedule your ride, use the contact information below - Translation is available in all locations:
  - Duvall-Carnation: [Email Victor Londono Quintero](#) or call 425-943-6721
  - Bothell-Woodinville: [Email Kristi Dreessen](#) or call 425-352-5129
  - Vashon: [Email Megan Lockhart](#) or call 206-773-7003
  - Kenmore-Kirkland: [Email Blair Daly](#) or call 425-587-3924
  - Sammamish: [Email Gen Rubinelli](#) or call 425-295-0646
  - Shoreline-Lake Forest Park: [Email Victor Londono Quintero](#) or call 425-943-6721
  - Algona-Pacific: [Email Gary Klein](#) or call 253-217-5000
  - Skyway: [Email Kahdijah Jackson](#) or call 206 304-8347
- The cost of a ride is standard [Metro fare](#), including [discounted fare programs](#) for certain groups. Riders are encouraged to try the [Transit GO Ticket](#) app on their phones but may also still use ORCA Card and Metro Paper Tickets.

## Orca Recovery Card Program

- [This program](#) provides free ORCA cards to essential workers and encourages people to take transit. This program is extended through the end of 2022. Additionally, the [ORCA Opportunity Program was expanded](#) this school year with public middle schoolers, high schoolers, Promise Scholars, and eligible Seattle Housing Authority residents being eligible to receive free ORCA cards.
- [The ORCA Card program](#) has a variety of reduced-fare options [riders can apply for](#). Visit their website or call 206-553-3000 to learn more.

## Other King County Resources

- [King County In-Home Vaccination Program](#): To schedule an appointment, one can call the King County COVID-19 Call Center at 206-477-3977 between 8:00am and 7:00pm PST. **Language interpretation is available.**
- [Summary of Services \(PDF\)](#) including for Disability & Medicaid. If communication materials in alternate formats are needed please call 425-943-6706.
- [Transportation and Accessibility for King County Vaccination Sites \(PDF\)](#) - Disability and Accessibility information for vaccination sites
- [Transportation to Covid-19 Vaccination Sites For Youth In King County \(PDF\)](#)- Youth. Call 425-943-6706 (Press 5 for language assistance).

## **Klickitat County**

- [Mount Adams Transportation Service \(MATS\)](#) is designed to enable Klickitat County residents who lack transportation resources to meet their basic needs. MATS provide dial-a-ride service and regular bus routes options for Educational opportunities, employment (limited), grocery shopping, medical appointments, and social service appointments.
  - Buses and private vehicles are available. Please call your nearest office for more information or to schedule a ride:
    - Goldendale: Call 773-3060 or 1-800-774-1699.
    - White Salmon: Call 493-4662 or 1-800-493-7606.
  - If you are a Medicaid recipient and need to schedule a trip to a medical appointment, please call the Medical Transportation Brokerage at 1-800-752-9422.

## **Okanogan County**

- [Okanogan County Transportation and Nutrition \(OCTN\)](#) provides door-to-door and intercity transportation services to all residents in Okanogan county.
  - Door-to-door services are available in Brewster/Pateros/Bridgeport area, Omak/Okanogan area, Oroville, Tonasket, and Twisp/Winthrop area For door-to-door service and intercity service, please call at least 24 hours in advance to schedule a ride. To schedule a door-to-door ride in your area call 509-826-4391; toll free 800-635-4391.
  - Intercity Services are available Monday thru Friday between Omak/Nespelem/Coulee Dam – 2 Round trips per day, 3 Round trips Wednesday only. Fares on intercity service are determined by your pick-up location and destination. For more information call 1-800-635-4391.
- [Okanogan Transit](#) offers bus service in three regions – Methow, Okanogan, and Omak-Okanogan. Bus schedules are available in English and Spanish.
  - Paratransit, a wheelchair-accessible shared ride transportation service, is available. To obtain an application, call 509-557-6177.

## **Pacific County**

- [Pacific County Transit](#)
  - Raymond/ South Bend: (360) 875-9418
  - Peninsula: (360) 642-9418
  - Naselle: (360) 484-7418
  - [More information in the Pacific County Resource Directory \(PDF\)](#)
- [Dial-A-Ride](#)
  - North Pacific County: (360) 875-9418
  - South Pacific County: (360) 642-9418
  - Must call 24 hours in advance to schedule pick-up. Thirty-five cents one way, 20 rides for \$7, reduced monthly pass \$10 (senior citizen/ disabled). Dial-A-Ride provides service in Pacific County only. No Sunday service.

- Must be disabled or ADA certified (non-certified disabled ADA customers will be given a form to fill out for future rides), be a senior 65 years or older, and coming and going somewhere off the main bus route by more than a quarter mile.
- [Coastal Community Action \(CCAP\)](#) administers programs offering transportation assistance for reasons including education, medical and workplace transportation.
  - Spanish webpage available.
- Driven to Opportunity provides transportation for job and education related reasons. (Formerly called Job Access Return Commute (JARC)). For more information about Driven to Opportunity, call 360-500-4524 or 1-800-828-4883
- Medical Transportation (ParaTransit) provides rides to/from medical appointments for Medicaid recipients and the O3A Senior Transportation program offers rides for medical and social needs. Restrictions apply. For more information about medical transportation call 360-500-4535 or 1-800-828-4883

## **Pierce County**

### Tacoma Pierce County Health Department

- [Tacoma Pierce County Health Department COVID-19 vaccination location](#)
  - Need a free ride to a COVID-19 vaccine event? [Around the Sound](#) is partnered with [Tacoma-Pierce County Health Department](#) to provide transportation for free rides to vaccine appointments county-wide for those that qualify. Around the Sound's fleet can accommodate all forms of walking aids and mobility assistance devices, including wheelchairs, walkers, scooters and more. Contact Around the Sound at (253) 858-7088 or [atstrans.org](http://atstrans.org).
- Pierce Transit gives free bus and shuttle rides to people going to vaccine appts or volunteering at vaccine events. Call 253-581-8000 or visit [piercetransit.org](http://piercetransit.org)
- Can't easily leave home and need help getting a vaccine? Call 253-649-1412, 8am to 4:30pm, 7 days a week.

## **Snohomish County**

### Snohomish County Transportation Coalition (SNOTRAC)

Vaccination Locations site: [gosnotrac.org/vaccination-locations](http://gosnotrac.org/vaccination-locations).

- If you are a senior, disabled, veteran, or have Medicaid, you may have additional options for how to get to your vaccination site. The interactive map shows the current vaccination sites across the state, which you can narrow to Snohomish County. Below the map you will find a listing of transportation options that may be available to you to get to these vaccination sites.

## **Community Transit Trip Planner**

For transportation guidance on the best routes for end users, clients can utilize [Community Transit's online Trip Planner](#), or talk to a Customer Care Representative at (425)-353-7433 from Monday through Friday between 5:30am to 8:00pm.

## Spokane County

- [Spokane Transportation Directory \(PDF\)](#)- Directory of Resources for Spokane County
- [Getting There Guide \(PDF\)](#)-Spokane Transit Authority, Transportation Resources for Spokane County
- [Transportation Resources - Spokane Regional Transportation Council \(SRTC\)](#)
- [Spokane Paratransit](#) - Door-to-door bus service in and around Spokane that is accessible to wheelchair users
- [Special Mobility Services](#) – If you receive Medicaid and have trouble getting to and from your medical appointments, they may be able to help you. For questions or to request a ride, call (800) 892-4817; Local Phone: (509) 534-9760.

## Yakima County

- Yakima Transit - Get the COVID-19 vaccine without a car at the Yakima Community Vaccination Center at Yakima State Fair Park – 1301 S Fair Ave, Yakima WA 98902. Open Monday -Sunday from 10:00am - 6:00pm. Contact Yakima Transit for additional information about this resource – Email: [asktransit@yakimawa.gov](mailto:asktransit@yakimawa.gov); Phone: 509.575.6175
  1. [Walk or take the bus to the Yakima Community Vaccination Center.](#) Walk up to entrance Gate 1.
  2. [Take Yakima Transit Route 12](#) to get dropped off at the walk-up entrance located at Gate 1. Assistance is available on site for all mobility issues.
  3. [Van/Rideshare/Paratransit drop off is available in the Ticket Office Parking area.](#) Wheelchair accessible and staff available to help with accessibility/mobility issues.
- [People for People](#) - Provides transportation options for seniors, individuals with disabilities and the general public. For services, call 509-248-6793, 1-800-233-1624, or TDD/TTY: 800-606-1302. People to People offers, Door-to-Door Transportation (Non-Medicaid) and Fixed Route Service:
  - Door-to-door service is often called Para-Transit or Special Needs transportation. PFP's door-to-door service is fare-free and available in Adams, Grant, Lincoln, and Yakima counties. It requires a reservation at least two business days ahead. Our service is available for older adults (60+ years), low-income households, youth, persons with disabilities, and veterans. Common destinations are meal sites, health care, employment, social services, and community resources. This transportation service is dependent on the availability of funding. Individuals using this service may be asked to adjust their schedule so that several people can share the ride due to our limited resources.
  - People For People's Community Connector fixed-route services are available to the general public and are fare free. They operate on a preset route and times, throughout the following counties: Adams, Benton, Chelan Douglas, Franklin, Grant, Lincoln, Yakima.
  - To determine your eligibility and make a reservation, call 509-457-1111

- [MedStar Transportation](#) provides medical and accessible transportation services. To book a ride, call 1-800-236-2011
- [Yakima Valley Community Foundation](#)
  - Call 211 to learn about things like food banks, shelters, transportation services, or health clinics
  - Call 1-800-525-0127 for questions about COVID-19. Phone lines are currently staffed from 6 a.m. to 10 p.m, seven days a week. Please note that this call center cannot access COVID-19 testing results. For testing inquiries or results, please contact your health care provider.
- For more information about [transportation options](#) in Yakima County, call 2-1-1.

## Additional Resources to help access transportation

### Cell/Phone Assistance

- [How to Get a Free Cell Phones from the Government in Washington State \(freegovernmentcellphones.net\)](#)

### Computers

- [Find offers in your area — EveryoneOn](#)

### Internet

- [Internet Essentials](#)
- [Internet Essentials from Comcast](#)

## Note to public health and vaccine partners

- Limited transportation is a common barrier for health care and vaccine access. To mitigate transportation barriers for the communities you serve:
- Be proactive to the point of scheduling services if transportation assistance is needed.
- Proactively arrange transportation assistance for second dose appointments.
- Ensure community-based vaccination clinics are accessible by public transportation.
- Advertise public transportation routes to clinics.
- Provide a contact phone number for people to call to request transportation assistance.