

Coordinated Vaccine Transportation Helpline

Hopelink Mobility Management, in partnership with the [Regional Alliance for Resilient and Equitable Transportation](#) (RARET) and the King County COVID Vaccine Mobility Task Force, is excited to announce the Coordinated Vaccine Transportation Helpline. The team has created a one-stop-shop for finding transportation support to and from vaccine appointments in King County. Individuals, caregivers, caseworkers, medical professionals, vaccine schedulers, etc., can receive individualized support for themselves or the rider they are helping through either an [online intake](#) form or by calling the Coordinated Vaccine Transportation Helpline.

Our goal is to support communities who are the most vulnerable and need access to the vaccine sites; this includes BIPOC Communities, Seniors, Immigrants, Refugees, and Individuals with Disabilities. The hub is staffed by mobility team members who are bilingual in English/Spanish, and staff have access to interpretation services at the time of the call. The details are included below, and we have attached a flyer for you to distribute to your staff and clients looking for a ride originating in King County. For more information about transportation options, including options outside of King County, please visit: www.findaride.org/covid

Current Hours of Operation: Monday – Friday, 8:30 am – 4:00 pm

Phone Number: 425-943-6706

Language Assistance: 425-943-6706, Press 5, and state your language.

Intake Form: <https://bit.ly/3rcuolK>

Flyer: <https://bit.ly/3rGPmja>

FAQs:

1. Who is eligible to use this service?

- a. This program is targeted to serve BIPOC Communities, Seniors, Immigrants, Refugees, Individuals with Disabilities, and limited English proficiency.
- b. We can provide transportation resources to anyone who calls, regardless of eligibility. However, for vaccine trips we often refer to specialized transportation providers who may have eligibility requirements of their own.

2. When should I/we use this service?

- a. This service is intended for individuals who already have their vaccine appointment or are being served by a first come, first serve clinic. If you do not yet have an appointment, please visit <http://www.findyourphasewa.org/> to determine eligibility and find out how to get an appointment.
- b. Please reach out as soon as the appointment or vaccine clinic date is known. We are happy to assist to the best of our ability but the more advanced notice that we can have, the better we are able to assist.

3. Is there language assistance available?

- a. Yes, our staff is bilingual in English/Spanish (please press 2 for Spanish).
- b. We have access to a language line service, please just ask for your preferred language, and our staff will work to have an interpreter on the line quickly.

4. Who is operating this service?

- a. The Hopelink Mobility Management Team operates this service in partnership with the Regional Alliance for Resilient and Equitable Transportation and the King County COVID Vaccine Mobility Task Force.
- b. The King County COVID Vaccine Mobility Taskforce includes the following partners: Seattle & King County Public Health, King County Metro, Hopelink Non-Emergency Medical Transportation, Aging and Disability Services, Sound Generations, and Catholic Community Services, City of Kirkland, and MV Transit.
- c. Hopelink Mobility Management staff will answer all phone calls and will be handled by the Hopelink team.

5. Will I get a ride?

- a. Our team will do everything they can to secure you or your client a ride, but we cannot guarantee a ride. The more advanced notice we have before the vaccine appointment, the more likely it is that we'll be able to find a ride.

6. Is there a cost associated with this program?

- a. There is no cost to call us and explore your options. However, some services may require a fee. Please let us know if the cost is a barrier, and we will work with you or your client to provide the lowest cost option available.

7. What if no one answers?

- a. If no one answers, please leave a voicemail, and we will call you back as soon as we are able. If you call outside of business hours, we will return your call the next business day (i.e., if you call Saturday, we will call you back on Monday). Or you can fill out the online intake form here: <https://bit.ly/3rcuo1K>

8. What if I have feedback about the intake form or about the Find A Ride Website?

- a. Please email Sara Sisco at ssisco@hopelink.org