

**COVID-19  
Vaccine  
Transportation  
Resources  
Community  
Engagement Task Force  
C4PA**

Updated: April 2021

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

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## 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:

- **Proactively as people at the point of scheduling if they need transportation assistance.**
- 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.

## Non-Emergency Transportation

[Washington Health Care Authority](#)

### Medicaid Qualified Transportation Assistance

Effective February 2, 2021 nationwide, [masks are required](#) on planes, buses, trains, taxis, rideshares, and other forms of public transportation traveling into, within, or out of the United States and in U.S. transportation hubs such as airports and stations([CDC](#)). Washington State has a mask mandate in place since June 2020.

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](#) (link in English).

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](#) (link in English). 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.

## Region Specific

<https://www.tripresourcecenter.org/> - Resource for SW Washington

<https://www.findaride.org/> - Seattle, Bellevue, King county and more

## Local & Statewide Transportation Resources & Organizations

[Spokane Transportation Directory](#)- Spokane

[SRTC Links Page](#)-Spokane Transit Authority

[NEM Regional Transportation Broker Map](#)

[Hopelink Transportation Resource](#)

## Ride Share Partnerships Statewide & Local

### Lyft

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.

<https://www.lyft.com/vaccine-access>

### LyftUp

Lyft is donating ride credits through its LyftUp Partnerships to assist people with transportation needs during the pandemic. Additional resources available:

- For governmental agencies and healthcare entities, please contact [Lyft here](#).
- For nonprofits who need transportation support, please apply for a LyftUp COVID-19 Community Grant [here](#).
- For foundations and philanthropists looking for a meaningful way to make an impact, connect with Lyft if you’d like to help.

- More information available at: [Supporting Our Community - Lyft Blog](#)

## Sound Transit Link Resources

### Sound Transit to offer free Link light rail service for vaccination appointments

Effective Saturday, March 13, Link light rail will be free to passengers traveling to or from appointments at vaccination sites along Link routes, including newly opened sites at Lumen Field and Rainier Beach, as well as local pharmacies and medical facilities.

The free round-trip will be available throughout the day of a vaccination for passengers who show proof of the appointment if requested. Free service will also be available to vaccination site volunteers who provide documentation they are working a shift that day, such as an official email verifying their shift.

The Lumen Field mass vaccination site, the largest of its kind in the nation, is a short walk from the Link Stadium and International District/Chinatown stations. The Rainier Beach Community Vaccination Hub is within a mile of the Rainier Beach Link station.

All Sound Transit passengers **must wear face coverings** consistent with public health directives. Riders should also [follow social distancing and other critical health guidelines to protect the community](#).

For trip planning assistance or other questions, contact Customer Service at 888-889-6368, TTY Relay 711, Monday through Friday, 7 a.m. to 7 p.m.

A language line is available to provide interpretation assistance for passengers who speak languages other than English at 800-823-9230, 7 a.m. to 7 p.m.

Sound Transit remains committed to working closely with its partners to continue serving the public. Efforts will continue to prioritize serving riders who depend on Sound Transit's services, including seniors, people with disabilities, Title VI protected populations (race, color, national origin), low-income and limited-English-proficiency populations. Riders can sign up to receive automatic email service alerts for Link light rail, ST Express, Tacoma Link, Sounder Seattle-Everett and Sounder Seattle-Tacoma/Lakewood. Rider Alerts provide information about schedule changes and help riders plan trips around inclement weather. Just go to [soundtransit.org/Subscribe-to-alerts](https://www.soundtransit.org/Subscribe-to-alerts).

## Transportation Equity and Accessibility Recommendations and Strategies

**Hopelink**

[Transportation Memo](#)

[KCMobility website in a blog post](#)

**Center for Independence (includes transportation considerations)**

[Center for Independence Accessibility Check List](#)

## National & Federal Transportation Resources

[National and Federal Vaccine Accessibility Resources FEMA](#) **(includes transportation considerations)**

