

How to Contact Us

Clark County: (360) 258-2103, Option 3
Toll Free: 1 (800) 752-9422, Option 4 in
Cowlitz or Wahkiakum County

Fax: (360) 694-1446

Visit us on the web at www.hsc-wa.org



The Washington Relay Service is available for callers with hearing impairments. Telephone interpretation is available for callers who don't speak English.

Comments, Complaints, Concerns or Commendations are accepted via fax, mail, phone, or website.

**Transportation Services
Human Services Council
201 NE 73rd Street, Suite 101
Vancouver, WA 98665**

When Should I be Ready for my Ride?

When you call us for a ride, we will tell you when to be ready to be picked up. Your ride may arrive up to fifteen (15) minutes before or after your scheduled pick-up time. For group rides, you may be asked to be ready earlier than you expect. Unexpected delays may occur due to extreme traffic congestion, road construction, or weather conditions.

History

The Human Services Council is a nonprofit corporation established in 1957. Throughout its existence, the agency has worked to coordinate the effective delivery of community services in Southwest Washington.



**HUMAN
SERVICES
COUNCIL**

Title VI & ADA Policies

The Human Services Council operates its programs without regard to race, color, and national origin. To receive information on these policies, including complaint procedures, please contact us at (360) 694-9997 or visit our website at www.hsc-wa.org.

Reserve-A-Ride Transportation

**Cowlitz &
Wahkiakum
Counties**



**Do you have
trouble
getting where
you need to
go?**

Help!

Eligibility

You may be able to receive help with transportation if you:

- Reside in Cowlitz or Wahkiakum County
- Are disabled, or an older adult, or low-income
- Are unable to use transit

Covered Services

The Human Services Council provides Reserve-A-Ride services in Cowlitz and Wahkiakum Counties. We provide transportation for individuals to:

- Life-sustaining medical appointments (priority service)
- General medical appointments
- If funding is available we may also provide group trips to shopping centers, recreational activities, and meal sites



Information to Have Ready When you Call

- Name, date of birth and preferred language
- Pick-up address and phone number
- Destination name, address and phone number
- Appointment date and time
- Return pick-up time, if known
- Information on any assistive equipment or mobility devices you use

Matching Rides With Providers

When you need a ride, we match you with the type of provider that can best meet your needs.

The most common types of transportation services include:

- Passenger car/taxi/van
- Wheelchair van/minibus
- Individual/Group transports

Scheduling a Ride

Call our office at least two (2) working days before your appointment. We can schedule rides up to 14 days in advance.

We can be reached by phone to schedule a ride Monday through Friday from 8:00 AM to 4:30 PM, excluding major holidays.

Transportation services are available 24 hours a day, seven days a week. All transportation services require prior authorization through our office.

Cancelling a Ride

If you need to cancel a ride, please call our office by 4:00 PM at least one day before your scheduled ride.

To cancel a ride after hours, please call your assigned transporter directly.

The Human Services Council's mission is to improve people's lives by connecting them to opportunities, information and services that respond to their individual and family needs.