

## 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](http://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](http://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.*