

RIDER EXPECTATIONS & POLICIES

01 **2 Business Days' Notice for a Request**

We need at least **2 business days' notice** for a ride request. We cannot accept same-day requests. Try to request your ride as soon as possible. A week or more notice increases the chances of securing an available driver. Please provide **full names and contact information** for all riders in your request. Do not contact volunteers directly to request trips.

02 **Rides are not Guaranteed**

Rides are filled based on volunteer drivers' availability and cannot be guaranteed. We will do our best to secure a driver for your ride request. If you need help finding other transportation resources, contact our **Transportation Resources Line**:
mobility@hopelink.org or 425-943-6760

03 **15-minute Pickup Window**

When the Community Transportation Coordinator schedules your ride, they will email you a confirmation with the pickup location, the pickup time, and destination location. Double check these details. Please be respectful of volunteer drivers' time. Be ready at the pickup location at the time of your scheduled ride. The driver may stay for a **15-minute grace period**, **and then they may leave if the rider is not present**. The ride will be cancelled.

04 **Last-Minute Cancellations or Changes**

Need to make an urgent cancellation or change to your ride the day of? **If you are able, please contact your volunteer directly at least 2 hours before your scheduled ride**. Community Transportation Coordinators are only available during business hours Monday-Friday. We understand emergencies happen, but please try to communicate changes as soon as possible.

05 **Volunteers ONLY Drive**

Volunteers **only** drive riders to and from the designated pickup, destination, and drop-off locations. Drivers may help with securing a wheelchair or accessibility items. They are not expected to carry luggage, bags, or other items. **Please do not ask your driver for money or to make purchases**. Riders pay parking fees and all other costs on their trip besides gas and tolls. **Tipping drivers is not expected** and most of our volunteers will turn down monetary tips. If you want to give them a thank you, **consider a card or small gift!**



EXPECTATIONS FOR YOUTH RIDERS

- 01 Youth Ride Free**
Riders age 18 and under ride free! However, the driver still needs to log the youth's full name and contact information for the trip. Please let the driver know that they are a youth rider.
- 02 Child Consent Forms**
Anyone 14 and under traveling without a parent must have a [child consent form](#) filled out by parent/guardian before the ride.
- 03 Car Seats**
Riders must provide their own car seats for youth who need them. Drivers are not allowed to install car seats in the van. The parent/guardian must provide the car seat and install it in the van before the ride begins.
- 04 Do Not Leave Children Unattended**
If you are riding Community Van with young children, you must **always** keep them under your supervision. The driver is not able to supervise children in the van. The child must remain with the parent or guardian and exit the van at all destination points.





ABOUT COMMUNITY VAN

01

Two rider minimum

Since Community Van is considered a rideshare program, we require at least two riders for a trip to be approved. That is two riders in addition to the driver.

02

Trip distance

Trips may be taken up to two hours driving distance away from starting location. No need to worry about unexpected traffic - if the trip is typically a two hour drive away but is made longer by traffic, the trip is still approved.

03

Available 24/7

The vans are available 24/7 as long as there isn't another reservation. If a particular van is unavailable, we typically have others available.

04

Low Barrier

Community Van is accessible to everyone, regardless of age, ability, or income. The Community Van can be used for almost any type of trip including group outings, grocery trips, medical appointments, and more!

05

Parking

King County Metro does not cover parking. Since drivers are volunteers, we also ask that they don't pay (unless they're using the car for personal use). Riders must pay for parking.

06

Gas & Tolls covered

King County Metro pays for gas, vehicle insurance, maintenance, and tolls! It doesn't matter where you travel to, how long, or how far - we'll cover it! We also cover car washes at gas stations so feel free to enjoy!

COMMUNITY VAN FARE PAYMENT OPTIONS



Monthly ORCA Pass

ORCA public transit card

Riders pay by showing the driver their ORCA card. Drivers will copy ORCA card number under “Fare Payment” in Trip Log. We don’t accept e-purse ORCA cards.

Transit GO App

Phone app to purchase bus fare

Riders must purchase a King County Metro bus fare. After purchase, they “activate” the bus ticket and show the driver the ticket.



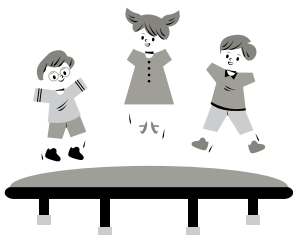
Human Services Bus Ticket

Free fare for low-income riders

Cash and card not accepted

Unable to accept cash or card

We currently don’t have systems that can process cards and cannot accept and store cash in the vehicles.



Youth ride free!

Youth 18 and under ride free
No proof or payment needed!

Paying with

TRANSIT GO

Download the Transit GO App

To pay with Transit GO, the rider downloads the Transit GO app. This method is a great alternative to paying with credit cards, since riders can input their credit card on the app to pay. **Drivers do not download the app for the rider since it involves recording the rider's credit card.**

Purchase Bus Tickets

Open the app and select “**Buy Tickets.**” There isn't an option to directly purchase a Community Van fare. Instead, purchase a **King County Metro Bus fare.** Purchase a single fare rather than Day Pass. Riders only need to pay for a single round trip fare.

Activate Available Ticket

Under “**Use,**” select “**Available**” and find the King County Metro fare pass. Activate the ticket for the trip.

Paid!

Rider shows the driver the activated ticket to confirm payment (see right for picture of activated ticket).



To view available products, please choose from the options below.

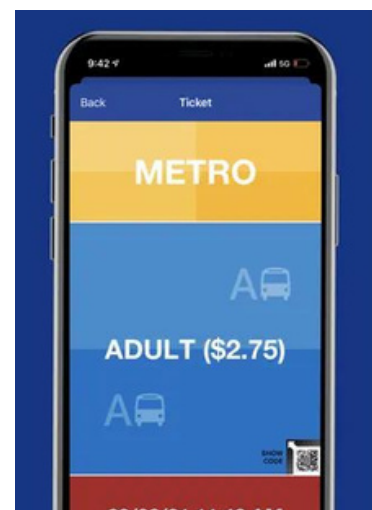
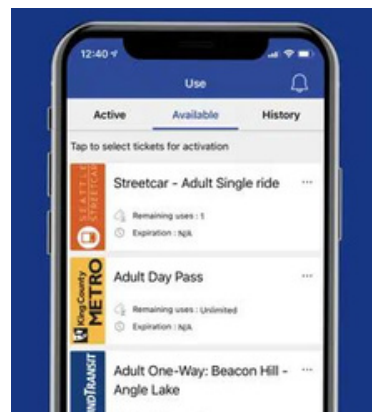
MODE OF TRAVEL

Bus

SELECT AGENCY

King County Metro

SEARCH TICKETS





THANK YOU FOR CHOOSING TO RIDE WITH COMMUNITY VAN!

You can request a ride via phone, email, text, or online form.
The Community Transportation Coordinator will then reach out to
available volunteers to see if a driver is available to fulfill the trip.

**To reach us for future inquiries or ride
requests in Hopelink-run jurisdictions,
you can find us here:**

Text: (833) 202-3779

Call: (425) 943-6721

Email: communityvan@hopelink.org

[Ride request form](#)



Get to Know Community Van
Video