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|  | **Ride To Care**  **855-321-4899** | **First Transit**  **866-336-0140** | **Transportation Reaching People (TRP)**  **503-655-8208** | **Tri County**  **MedLink**  **800-889-8726** |
| **About** | Non-emergency medical rides for current OHP members enrolled in **Health Share of Oregon and FamilyCare** who live in Clackamas, Multnomah, and Washington counties. | Non-medical rides for long term care clients in Multnomah and Washington Counties. Trip purposes include supportive services, personal business, nutrition, and community engagement. The agency also provides other transportation services as grants, contracts, and other funding sources allow. | Non-medical rides for long term care clients in Clackamas County. Trip purposes include supportive services, personal business, nutrition, and community engagement. The program also provides other transportation services as grants, contracts, and other funding sources allow. | Non -emergency medical rides for current OHP members  **with an open medical card** who live in Clackamas, Multnomah, and Washington counties. |
| **When to Call to Schedule a Ride** | 24 hours a day, 7 days a week. | Mon.- Fri.,7:30 am to 6 pm.  Note: an answering service picks up calls related to ride problems such as accidents or injuries after these hours. | Mon-Thurs.,9 am to 4 pm.  Note: phone is not answered after these hours. | 24 hours a day, 7 days a week. |
| **Level of Services Provided** | Door to Door and curb to curb. Special needs such as extra large or heavy wheelchair or scooter or additional assistance may be available if requested in advance. | Door to Door and curb to curb. Special needs such as extra large or heavy wheelchair or scooter or additional assistance may be available if requested in advance. | Door to Door and curb to curb. Special needs such as extra large or heavy wheelchair or scooter or additional assistance may be available if requested in advance. | Door to Door and curb to curb. Special needs such as extra large or heavy wheelchair or scooter or additional assistance may be available if requested in advance. |
| **Types of Vehicles Available** | Stretcher, wheelchair, Sedan/Van, Secure transport, Public Transit, Ambulance; also mileage reimbursement. | Stretcher, wheelchair, sedan/van, public transit, and volunteer-owned vehicles; also mileage reimbursement. | Small buses, mini-vans, and volunteer-owned vehicles. | Stretcher, wheelchair, Sedan/Van, Secure transport, Public Transit, Ambulance; also mileage reimbursement. |
| **Days and Hours Rides are Provided** | 24 hours/day, 7 days a week, 365 days a year | Mon.-Sat., 7 am to 9 pm; Sun., 6 am to 6 pm | Mon.-Fri., 8:30 am to 4:30 pm | 24 hours/day, 7 days a week, 365 days a year |
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| **Ride Requests and Reservations** | 2 business day notice requested; Riders may schedule up to **90** days in advance | 2 business days notice requested; Riders may schedule up to **60** days in advance. | 4 business days notice requested; Riders may schedule up to **14** days in advance. | 2 business day notice requested;  Riders may schedule up to **90** days in advance. |
| **Same or Next Day Service** | Available for Hospital Discharges, Radiation, Urgent Care, Dialysis, and  Chemotherapy. | Same or next day requests are accepted based on provider capacity. | No same day service available. | Same day trips can be accommodated when medically necessary. |
| **Same Day Schedule Changes** | Can be accommodated depending on trip reason and driver capacity. | Can be accommodated based on provider capacity. | Cannot  accommodate  same day  schedule changes. | Can be accommodated based on provider capacity. |
| **Driver Wait Time** | **15** minute wait time required; drivers may choose to wait longer | **5**-minute wait time required. The driver is required to make contact with the customer and/or dispatcher before leaving. | **15**-minute wait time required; drivers may choose to wait longer. | **5**-minute wait time required; drivers may choose to wait longer. |
| **Are Riders Expected to Share the Vehicle with Other Riders?** | Yes, unless rider states that he/she is unable to accept. | Yes, unless rider states that he/she is unable to accept.. | Yes, unless rider states that he/she is unable to accept. | Yes, unless rider states that he/she is unable to accept. |
| **Pickup window** | Up to 60 minutes before scheduled appointment or 30 minutes after scheduled pick-up time. | Based on travel time; 15 minutes to 60 minutes prior to appointment and up to 15 minutes after scheduled pick up time. | Up to 15 minutes prior to and after scheduled pick-up time. | Up to 45 minutes prior to appointment or 45 minutes after scheduled pick-up time. |
| **Drop off and Wait or Wait and Return** | Prescription pick-up at pharmacy allowed immediately following medical appointment. If wait exceeds 15 minutes, driver may leave and must return within 60 minutes. | Any time the vehicle stops to drop off a rider counts as an extra trip and must be scheduled in advance. For wait and returns, driver may leave if wait exceeds 15 minutes and must return within 60 minutes. | Allowed in limited circumstances and for a limited amount of time. | Prescription pick-up at pharmacy allowed immediately following medical appointment. If wait exceeds 15 minutes, driver may leave and must return within 60 minutes. |
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| **Open or Unscheduled Returns or pick-ups** | Service response may take up to 60 minutes after the request. Scheduling the pick-up time is a better option. | Service response may take up to 60 minutes after the request. Scheduling the pick-up time is a better option. | Not applicable | Service response may take up to 60 minutes after the request. Scheduling the pick-up time is a better option. |
| **No-show Policy** | No shows include cancelling ride less than 2 hours before pick-up time. Flexibility for medically related no-shows. | No-shows include: cancelling ride less than 2 hours before pick-up time. Flexibility for medically related no-shows. | No-show includes same day cancellations. | No-shows include ride that is cancelled after the driver is on the way or if rider is not ready to go within 5 minutes after the driver arrives. |
| **Preferred Provider** | Rider preferences are noted and will be honored if vehicle and provider capacity allows it. Riders may also note unacceptable providers. | Rider preferences are noted and will be honored if vehicle and provider capacity allows it. Riders may also note unacceptable providers. | Rider preferences are noted and will be honored if vehicle and provider capacity allows it. Riders may also note unacceptable providers. | Rider preferences are noted and will be honored if vehicle and provider capacity allows it. Riders may also note unacceptable providers. |

**Note:** Tri-Met, Canby Area Transit, Sandy Area Transit, and South Metro Area Transit all offer bus and/or light rail services to the public. The brokerages listed in this Guide (RideToCare, Tri-County MedLink and First Transit) all send bus tickets, vouchers, and monthly passes (as appropriate) to riders who are able to use public transit. In addition, riders with disabilities who live within ¾ of a mile of public transit bus and light rail routes may be eligible for para-transit services operated by the transit agencies. Generally, these lift and/or ramp-equipped vehicles provide door-to-door transportation 7 days a week, 365 days a year, from early in the morning until late in the evening. Tri-Met‘s LIFT program is the para-transit provider throughout the Tri-Met Service District. Individuals with an Honored Citizen bus ticket, voucher, or monthly pass must pay an additional $1.25 fare each time they use the Tri- Met LIFT service. For more information on Tri Met LIFT services, call 503-962-8000.