



Dear Sir or Madam,

Please complete the enclosed registration form to participate in the RideLink transportation service. Be sure to answer all questions to the best of your ability. Incomplete forms will not be accepted. Please allow up to five (5) business days after receipt of the completed form for processing. Please contact us to verify your registration.

Mail: RideLink c/o The Rapid
300 Ellsworth Ave. SW
Grand Rapids, MI 49503

fax: Ridelink@ridetherapid.org

The toll-free RideLink phone number is 1-866-425-3848 or (616) 774-1288

RideLink transportation is provided by the following agencies: Kent County Community Action, Hope Network, Senior Neighbors, GO!Bus, and United Methodist Community House (UMCH) through funding provided by the Kent County Senior Millage. Your trips may be assigned to any one of these agencies according to availability for efficient service. The vehicles used vary in size, color and markings. You are welcome to call the day of your ride to find out which agency will be picking you up.

RideLink service is available:

- To Kent County Senior residents 60 years of age or over.
- Sunday – Friday
- Service hours are Mon – Fri 7:30 AM – 4:30 PM and Sun 8:00am – 2:00pm
- Scheduling hours: Monday – Friday 8:00 AM – 4:30 PM up to 7 days in advance EXCEPT for next day service, which must be scheduled before 12:00 PM.
- Office hours are 7:00 AM – 5:00 PM

Points of interest:

- There is a \$2.00 requested donation. Donations are an important part of this program. The money goes directly back into the program to allow for continued service.
- There is a 2 grocery bag sized parcel limit – no exceptions.
- Trips are scheduled to any address within Kent County.
- Scheduling is done on a first come first served basis – there is limited seating.
- Will-call returns are offered for medical appointments only until 4:30pm.
- Only the registered client will be allowed RideLink transportation, escorts are not allowed. Under extreme conditions, a personal care provider may be allowed and will be determined by the RideLink Coordinator.
- Passengers are required to be ready to be picked up 15 minutes before their scheduled time. RideLink has a pick up window of 15 minutes after the scheduled time. Drivers wait 5 minutes for passengers to board the vehicle. Drivers do not go inside buildings for passengers.