

**Ride**  
616-774-1288 *link*

# User Guide

*because giving up the keys  
doesn't mean giving up your independence*



## **Welcome to Ridelink!**

The following pages will explain the policies for Ridelink and answer questions on how to access and use the service.

If you still have questions, you can always contact Ridelink at (616) 774-1288 or (866) 425-3848.

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### **Contact Ridelink:**

616-774-1288

866-425-3848

[www.ridelinkkent.org](http://www.ridelinkkent.org)

## **What is Ridelink?**

Ridelink is a collaboration of five (5) agencies providing transportation for adults age 60 and over in Kent County, MI.

- Service operates throughout Kent County.
- Vehicles pick up passengers at their home or other locations as requested.
- Often several passengers share the same vehicle. There may be other stops before a passenger arrives at their destination.
- Ridelink vehicles are identified by the Ridelink logo clearly displayed on the passenger or driver side doors.

## **Is there a cost for Ridelink?**

There is a suggested donation of \$2 each way.

Everyone is encouraged to donate as they are able. This helps the program serve more seniors.

Each vehicle has a fare box. Please place your donation in the fare box and do not give cash to your driver.

## Cancellations and No-shows

To cancel a ride, call the Ridelink Call Taker at 616-774-1288 or 866-425-3848.

Cancel your ride as soon as possible. Ridelink needs to know **at least one hour before your pickup time**, but the sooner the better.

If you scheduled a ride, but do not take the ride or call too late to cancel, you will be considered a “No-Show.” Your return ride will automatically be cancelled unless you call and let Ridelink know you still need the return ride.



No-shows cause disruption of service and needless expense.

A pattern of repeated no shows (three (3) or more) within a two (2) month period may result in suspended Ridelink privileges.

## Scheduling a Ride

### Registration:

All older adults must register before they can schedule a ride.

Registration can be done over the phone (616-774-1288 or 866-425-3848) or, by accessing the form through [www.ridelinkkent.org](http://www.ridelinkkent.org)



### Scheduling:

- Ridelink scheduling is open from 8:00 a.m. to 4:00 p.m. Monday through Friday.
- Peak hours are from 9:00 a.m. to 11:00 a.m.  
*when possible, try to schedule trips outside peak operation hours*
- Rides must be scheduled by 12:00 p.m. the day before the requested trip.
- Same day service is not available.
- You may schedule a trip up to seven (7) days in advance.

## Scheduling a Ride *(continued)*

### Tell the Ridelink Call Taker:

- About any special assistance needs like a walker or a wheelchair (more information on page 5).
- The full address (number, street name and zip code) for pickup and destination.
- Date service is needed.



### Pick up:

- Ask for an approximate pick-up time.\*
- Be ready ten (10) minutes before the estimated pick-up time.

### \* For medical trips only:

- Medical trip reservations will be accepted without a set return time.
- Let the Ridelink Call Taker know you will need a ride home from your medical appointment at the time you schedule your trip.
- **You must call the Ridelink office when ready to return** from a medical trip and a vehicle will be dispatched to pick you up.

## Passenger Assistance:

- When you schedule your ride, please tell the Ridelink Call Taker about any special needs you have.
- Not all vehicles can accommodate wheelchairs or electronic scooters. Letting the Ridelink Call Taker know that you use these assistive devices will ensure a vehicle is sent that can accommodate your needs.
- All drivers transporting passengers using wheelchairs receive special training.
- Drivers provide, curb-to-curb, door-to-door, and in many cases person-to-person service.
- Personal Care Attendants (PCAs) may accompany passengers with no additional cost.



## Passenger Responsibilities:

- Write down the days and times of scheduled trips.
- Have your donation ready for the fare box; do not give cash to the drivers.
- Wear seat belts at all times.
- Refrain from carrying more than two (2) bags/parcels on board the vehicle.
- Do not smoke, eat or drink while on board the vehicle.
- Treat other passengers and drivers with dignity and respect at all times.
- If your behavior is distracting to the driver and/or causing a safety issue, the necessary steps will be taken to resolve the issue and ensure safety. This may include suspending or terminating your services.
- **Be on time for your ride.**

Watch and wait for the vehicle at least ten (10) minutes before the scheduled pick-up time.

Drivers will wait only five (5) minutes after the scheduled time.

If you are not out to the vehicle in five (5) minutes, the driver will mark you as a “No-Show” and will not return.

You will be responsible for finding other transportation that day.

## Severe Weather:

In any type of severe weather, expect delays. Safety is the primary concern of all agencies and drivers.

Cancellations will be announced on WOOD-Radio 1300, WOOD-TV 8 and WZZM TV-13.

## Problems or Concerns:

Ridelink wants to know if the service is safe and reliable.

If there is a problem or concern, Ridelink leadership staff will follow through on all issues until resolution.

Do you have an idea about how service can be improved or a concern about your experience as a Ridelink passenger?

**Call 616-774-1288 or 1-866-425-3848** and ask for the Specialized Services Manager.





**Have this information when you call for a ride:**

**Your Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Street Direction**      NE              NW              SE              SW

**Contact Ridelink:**

616-774-1288

866-425-3848

[www.ridelinkkent.org](http://www.ridelinkkent.org)

## Transportation Providers:



## Coordination Provided by:



## Funding Provided by:



*The Source for Seniors*



[www.ridelinkkent.org](http://www.ridelinkkent.org)  
616-774-1288 or 866-425-3848