

# MORE THAN A RIDE

When someone loses their ability to transport themselves, their world is as small as the rides their loved ones are able to provide or the locations they can go with the one bus on their route. Seniors that are no longer able to drive are granted freedom and independence from a ride through RideLink.

RideLink offers Kent County adults, age 60+, a safe and affordable way to get around without having to drive.

RideLink gives family members and caregivers relief from being the sole person providing safe and reliable transportation.

***RideLink is more than a ride,  
it's independence.***



## PARTNER NETWORK



## COORDINATION



## FUNDING

*Kent County  
Senior Millage*



# Transporting Seniors in Kent County



# RideLink

[www.ridelinkmi.com](http://www.ridelinkmi.com)  
844-694-6589

# HOW TO GET STARTED

## 1 REGISTER

Before using RideLink, participants need to register. This can be done...



**Online:** [www.ridelinkmi.com](http://www.ridelinkmi.com)



**Call: 844-694-6589 to request a mailed form.**

You must register 5 days in advance before your ride can be scheduled!

## 2 SCHEDULE A RIDE

RideLink's knowledgeable and friendly call center staff make scheduling easy. The call center is open **Monday-Friday 8:00 am - 4:30 pm.** Service times are **Monday-Friday 7:30 am - 4:30 pm.**

**Call: 844-694-6589**

## 3 REQUESTED FEE

RideLink is funded through the Kent County Senior Millage, however, there is a **requested fee of \$2.00 per one-way trip.** This helps make RideLink available to more seniors in the community and contributions are very appreciated!

# WHEN YOU ARE READY TO RIDE

**Call: 844-694-6589**



## Schedule as early as possible.

Rides are first come, first served. The scheduling of rides can occur 7 days in advance to help ensure availability.



## Provide full details.

Full name and address of where you are going. Date and time service is needed. Arrival time at destination and pick up time for the return.



## Indicate your needs.

RideLink can accommodate those with wheelchairs or mobility devices. Please indicate this need and if a personal care attendant or service animal will be accompanying you.



## Be ready beforehand.

When you call to schedule you will be provided with a pick-up window. To ensure your trip runs smoothly please be ready on time.

# FAQS

## Where will it take me?

RideLink will help you travel to a multitude of destinations anywhere within Kent County. This includes doctor's appointments, shopping trips, and recreational visits!

## Who is eligible?

Kent County residents 60 years and older.

## Who will be picking me up?

RideLink is a collaboration of **five** transportation partners, you would be picked up by one of the following: *Hope Network, Kent County Community Action, The Rapid, Senior Neighbors, or United Methodist Community House.*

## How does a ride work?

- 1) A RideLink vehicle will pick you up at your specified location.
- 2) Other stops may be made on the way to your destination as there can be several passengers on one vehicle.
- 3) You will be dropped off at your specified location.



**RideLink**