

Ring-a-Ride Eligibility Application



Eligibility

1. The Ring-a-Ride program is for residents over the age of 65 who live within the Ring-a-Ride area where public transportation is insufficient, unavailable, or inappropriate, and/or have some level of physical mobility challenge.
2. The Ring-a-Ride program may also be utilized for people between the age of 18 – 64 under the following circumstances: People with a disability that are assessed at the paratransit level but live outside of the paratransit area (an area that is $\frac{3}{4}$ of a mile adjacent to the regular bus route), but within the Ring-a-Ride zone(s) that are approved for Paratransit may choose either curb-to-curb service with Ring-a-Ride or Paratransit services by transporting into the Paratransit zone. Applicants under the age of 65 must complete a paratransit application, which can be found online at: <https://www.kcgov.us/492/Paratransit>.

The Program

Ring-a-Ride provides people approved for the program with six (6) round-trips per month, (or 12 one-way trips, or any combination thereof), and a shopping day once per week.

How it Works

Riders must be able to perform the following functions independently or with/by a companion:

- ✓ Schedule rides; ADA paratransit clients have priority and your appointment may occasionally need to be rescheduled. Rides can be scheduled up to a week in advance. Reservations for a ride can be made Monday through Friday from 8:00 a.m. to 5:00 p.m. The reservation office is closed on Sundays. Please leave a message on the service if no one answers and a dispatcher will call you back.
- ✓ Wait at a pre-arranged pick-up location for up to 35 minutes; we may arrive 5 minutes early, or up to 30 minutes after your pick-up time. If you must be to a location at a specific time, please plan accordingly and let the dispatcher know what time you have to be to your destination. Drivers will only wait five minutes before leaving the pick-up spot. Return trips are scheduled when you schedule the pick-up time.
- ✓ Carry your own packages or shopping bags in one trip; foldable/collapsible carts are allowed, but drivers will not carry bags.
- ✓ Self-ambulate by walking, or through use of a mobility device, or assisted as needed by a companion. Drivers will be glad to deploy the lift if you are not able to walk up the stairs. Ring-a-Ride is a curb-to-curb service, and while drivers can assist you from your door if requested, they may not cross thresholds.

Ride service hours

Monday – Friday 6:00 a.m. to 7:00 p.m. (last drop off must be before 7:00 p.m.)

Saturday 9:00 a.m. to 4:00 p.m. (last drop off must be before 4:00 p.m.)

No service is provided on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Ring-A-Ride Application General Information

Last Name: _____ First: _____ MI: _____

Street Address: _____ Apt#: _____

City: _____ State: _____ Zip: _____

Mailing (if different): _____ State: _____ Zip: _____

Phone: (_____) _____ TTY/TDD: Yes No

Alternate Phone: (_____) _____ TTY/TDD: Yes No

Birth Date: ____/____/____ Male Female Veteran? Yes No

Do you need future information provided to you in an accessible format? Yes No

Emergency Contact Person: Name: _____

Relationship: _____ Phone: (_____) _____

Applicant's signature: _____ Date: _____

Return Application to:

**Citylink Ring-a-Ride Service
P.O. Box 9000
Coeur d'Alene, ID 83816-9000
Phone: 208.446.1616 Fax: 208.446.1039**

Process

The process may take up to a few weeks to complete: Once your application is received and reviewed, you will be contacted by a Citylink representative to arrange to meet in person at your residence. We will come to you, you do not need to arrange for transportation.

The meeting is to:

- Determine your eligibility for the ride service;
- Explain how the program works; and
- Get to know our wonderful customers and for you to get to know us!

We look forward to serving you.