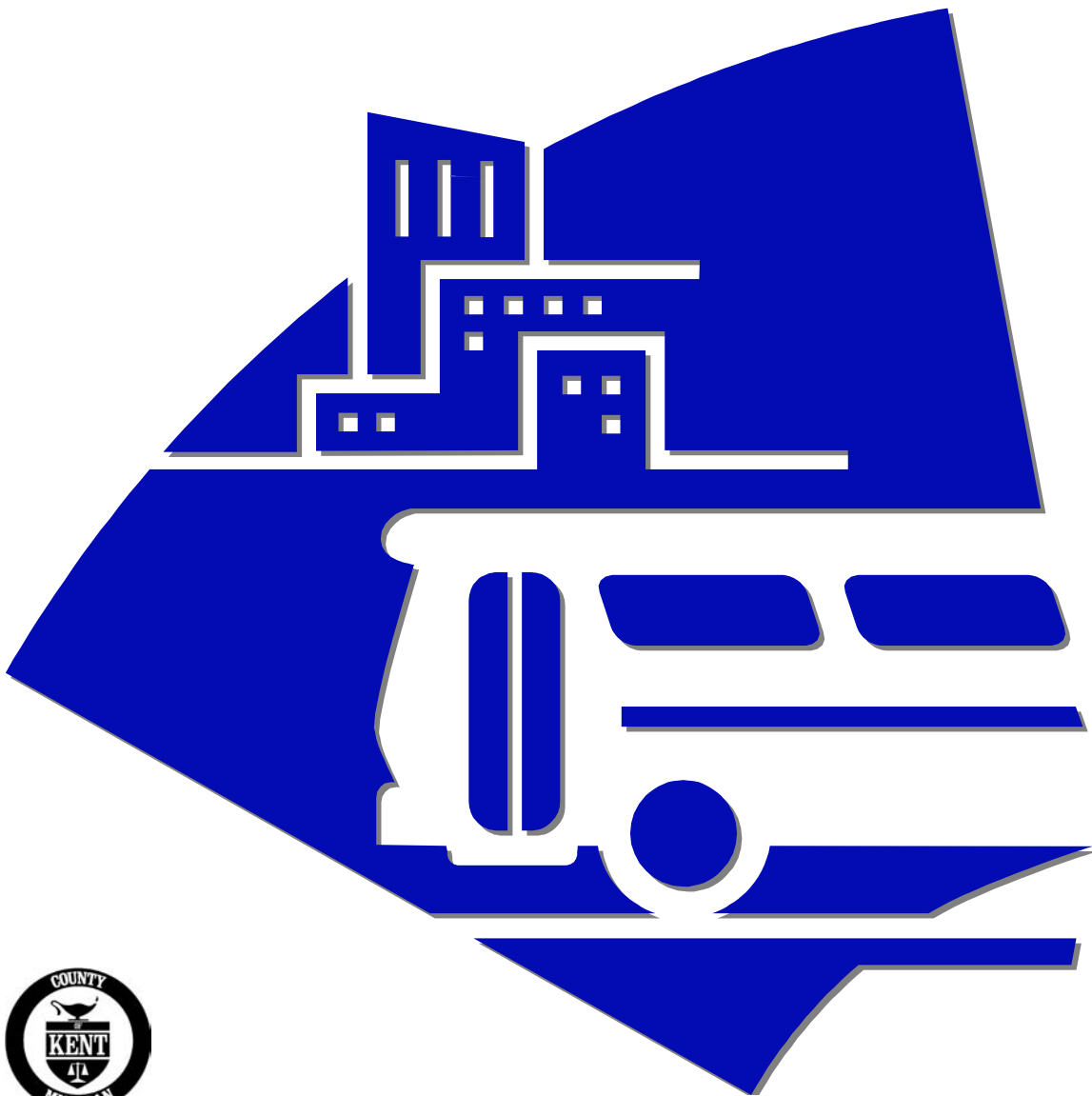


Kent County Health Care Transportation Resource Directory

A resource guide of transit agencies and community programs
offering transportation assistance and information



Kent County Health Department
Task Force on Health Care for People of Color
700 Fuller NE, Grand Rapids, Michigan 49503

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***Knowledge is of two kinds.
We know a subject ourselves, or we know where we can find the information.
~Samuel Johnson***

Introduction: Health Care Transportation Resource Directory

This resource directory is intended to assist individuals in accessing transportation information and services provided by transit agencies or community programs. One of the health care barriers for underserved populations in Kent County is not having access to transportation resources within the community which in turn prevents people from accessing appropriate healthcare services. For older adults and persons with disabilities, access to effective transportation is key to maintaining independence. For transit-dependent individuals with medical conditions, access to public transportation takes on an even greater significance. It is our hopes that this directory will serve as a source for providing you with basic transportation information and available resources.

As a cooperative effort of the Kent County Task Force on Health Care for People of Color (*see description, next page*) and the Kent County (ENTF) Emergency Needs Task Force Transportation Subcommittee (*see description, next page*), the directory was designed to help people get the information they need and to serve a wide audience including health professionals, social service providers, the general community, their families, and individuals assisting people with transportation needs.

The directory contains organizational names, addresses, phone numbers, fax numbers, as well as email and website addresses. Inclusion in the directory does not imply an endorsement by the ENTF or the Health Care for People of Color Initiative. Every effort was made to publish a brief but accurate overview about each listed organization. The directory is arranged alphabetically by organization name, or program/service provided.

How to Use This Directory

Health care transportation resources are divided into the following two sections to help you find the transportation you need:

1. Transportation At A Glance - This is a quick reference guide to help you determine the mode of transportation to suite your needs. This should be used in conjunction with the Table of Contents which directs you to a specific page number. "Transportation At A Glance" is on page 5 and was designed to give you brief information on each agency by pointing out services offered.

2. Table of Contents - A detailed list of transportation providers or community programs offering transportation assistance is located at the beginning of the directory. The resources in the Table of Contents are listed in alphabetical order and include the page number for more detailed information.

Three Steps to Transportation Resources

Step 1: Use the "Transportation at a Glance" page to find which category meets your health care transportation needs.

Step 2: Find the agency in the left column that matches your transportation needs, or look through the agencies listed to see what they have to offer.

Step 3: Turn to the Table of Contents to find the page number.

Please Note: The information in “Transportation at a Glance” is broken down into the following categories:

- Medical Transportation
- Non-Medical Transportation
- Medicaid/Low-Income
- Disability
- Wheelchair
- Seniors
- Program Specific
- Specific Area
- Cultural Specific
- Specific Medical Condition
- Self-Pay
- No Cost/Donation

See individual agency listings for specific requirements.

Disclaimer

Every effort was made to ensure that all information is correct. However, the information in this directory is subject to change at any time. If you have questions about the services or resources listed, or if you need additional information, you are encouraged to contact the individual agency.

Task Force on Health Care for People of Color

Established in 2001, the mission and charge of the Kent County Task Force on Health Care for People of Color is to examine the issue of health care for people of color, determine what the County is doing to resolve existing barriers, and develop proposals for County action. One of the recommendations in this initiative identified the need for ensuring that underserved populations in Kent County have access to transportation resources and information through the development and distribution of a health care transportation resource directory and coordination project to create a primary point of access for medical-related transportation. The Task Force is also targeting specific recommendations related to access to health services, cultural sensitivity, prevention, education and information.

Kent County Emergency Needs Task Force (ENTF) Transportation Subcommittee

Since 2002, the ENTF Transportation subcommittee began working to ensure that transportation is economically and easily available for all people to access basic needs, including medical care, employment, food, faith activities, social events, and social services. Education and raising awareness of existing transportation services and eligibility criteria is also a recommendation of the ENTF Transportation subcommittee.

The Kent County ENTF includes more than 100 non-profit, governmental, and faith-based organizations, funders and concerned citizens who voluntarily work collaboratively to meet our most vulnerable citizens' basic needs crises. The ENTF collectively responds to emerging issues impacting food, shelter, utilities and transportation. While the Task Force coordinates our community based systems management, each ENTF member organization continues to meet emergency needs requests from Kent County residents on a daily basis.

The full ENTF 2002-2003 Update Report, as well as the Task Force on Health Care for People of Color Report and Recommendations can be accessed at www.accesskent.com/government/publications.



Transportation at A Glance



AGENCY	Medical	Non-Medical	Medicaid/Low-Income	Disability	Wheelchair	Seniors	Program Specific	Specific Area	Cultural Specific	Specific Medical Condition	Self-Pay	No Cost/Donation
AIDS Care Network	■	■								■		■
American Cancer Society	■									■		■
American Red Cross	■	■	■	■	■	■						■
ACSET	■	■	■	■		■		■	■			■
FIA-Medical Transportation	■		■				■					■
Fish For My People	■	■	■									■
HCSS – Home Care	■	■			■						■	
HMO's Medicaid Clients	■		■				■					■
Hope Network Clients		■		■	■	■	■					
Hope Network-Fun Fund		■		■	■	■						
Hope Network-North Kent Transit				■	■	■		■			■	
Hope Network-Medicaid-Non Emergency	■		■				■					■
Hope Network-Help Fund	■	■		■								
Life EMS	■										■	
Maternal & Infant Support Services	■	■	■				■					■
Native American Comm. Services	■	■				■			■			
Neighbors International	■				■							
PANC	■	■					■	■				■
RDS Ambucab	■		■		■						■	
Ready Ride Transportation	■	■			■						■	
Senior Neighbors	■	■			■	■		■			■	■
Sunshine Senior Assistance	■	■		■	■	■					■	
The Rapid-Fixed Route	■	■		■	■	■		■			■	
The Rapid-Go! Bus	■	■		■	■	■	*	■			■	
The Rapid-PASS Program	■	■		■	■	■		■			■	
United Methodist Comm. House		■					■					
Veterans Assistance							■					■
Ambulance Service-Rockford/Lowell	■	■			■						■	
Ambucab/Life EMS	■	■			■						■	
Ambucab Neighbor's International	■	■			■						■	
Ambucab Transport	■	■			■						■	
Calder City	■	■			■						■	
Health Care Associates	■	■			■						■	
Mercy Ambucab	■	■			■						■	
West MI Angel Planes	■										■	
Wings of Mercy	■											■
Corporate Angel Network	■											■
Amtrak		■			■						■	
Greyhound Bus		■			■						■	
Veteran's Taxi	■	■									■	
Yellow Cab Taxi	■	■									■	
Port City Taxi	■	■									■	

*Application Required

Agency Contact Numbers

AGENCY	PHONE NUMBER
AIDS Care Network (GRACE)	(616) 774-2083
American Cancer Society	(616) 364-6121
American Red Cross	(616) 456-8661 ext. 3706
American Red Cross – Dispatcher	(616) 454-7433
Area Community Service Employment & Training Council (ACSET)	
✦ Transportation – Older Adults and Handicapped	(616) 696-2150
✦ West Side Complex – Senior Citizen Transportation	(616) 336-4186
✦ Latin American Service/Hispanic Senior Citizen Transportation Program	(616) 336-4018
FIA – Kent County Family Independence Agency Medical Transportation	(616) 247-8015 (Voice Mail)
Fish For My People	(616) 774-2045
HCSS Home Care Services Staffing, Inc.	(616) 454-9844
HMO's Medicaid Clients for Medical Appointments	
✦ Priority Health	1-888-975-8102 (Press 1)
✦ Community Choice Michigan	1-800-390-7102 (Press 1)
✦ Molina Health Care	1-877-490-8681
Hope Network West Michigan	
✦ Transportation Services for Hope Network Clients	(616) 243-0876
✦ Fun Fund	(616) 243-0876
✦ North Kent Transit Service	(616) 243-2783 or (800) 410-9491
✦ Medicaid Non-Emergency Medical Transportation	(616) 248-5195
✦ Help Fund	(616) 243-0876 or (616) 248-0896
Life EMS	(616) 364-8711
Maternal and Infant Support Services	
✦ Kent County Health Department	(616) 336-3040
✦ Cherry Street Health Services	(616) 235-7272
✦ Westside Cherry Street Services	(616) 235-1480
✦ Booth Cherry Street Clinic	(616) 459-9468
✦ MOM's Program	(616) 391-3628
✦ Browning Claytor Health Center	(616) 913-8300
✦ Clinica Santa Maria	(616) 913-8400
Native American Community Services	(616) 458-4078
Neighbors International	(616) 454-7247
RDS Ambucab	(616) 975-9970
Ready Ride Transportation, Inc.	(616) 261-2400
Senior Neighbors	
✦ Grandville Senior Neighbors	(616) 531-5250
✦ Sparta Senior Neighbors	(616) 887-1273
✦ Lowell Senior Neighbors	(616) 897-5949
For GO! Bus and Senior Citizen ITP Bus Passes	
✦ Downtown Senior Neighbors	(616) 459-3040
✦ Grandville Senior Neighbors	(616) 531-5250
✦ Walker Senior Neighbors	(616) 453-0739
✦ Senior Neighbors (Central Office)	(616) 459-6019
Spectrum Health - PANC – Programa: de Apoyo a Nuestra Comunidad	
Sunshine Senior Assistance	(616) 456-6200
The Rapid	
✦ Fixed Route Bus Service	(616) 776-1100
✦ Information Trip Planning	(616) 776-1100
✦ Travel Training	(616) 456-7514
✦ GO! Bus Paratransit Service	(616) 456-6141
✦ PASS Program: Passenger Adaptive Suburban Service	(616) 459-7701
United Methodist Community House	(616) 452-3226
Veterans Assistance	(616) 365-9575 ext. 244
Wheelchair Travel	
✦ Ambulance Service Rockford/Lowell	(616) 866-0724
✦ Ambulance Service Lake Odessa	(616) 374-8585
✦ Ambucab/Life EMS Metro Chair	(616) 364-8781
✦ Ambucab Neighbor's International Transport	(616) 454-7247
✦ Ambucab Transport	(231) 792-6561
✦ Calder City	(616) 454-8080
✦ Health Care Associates HCAT	(616) 531-9973
✦ Mercy Ambucab	(616) 459-8197
Other Modes of Transit	
Air Travel – Major Medical Centers	
✦ West Michigan Angel Planes	(616) 673-2272
✦ Wings of Mercy	(616) 396-1077
✦ Corporate Angel Network	(914) 328-1313
Amtrak	1-800-872-7245
Greyhound Bus – ADA Travel Assistance	1-800-752-4841
Taxi Service	
✦ Calder City	(616) 454-8080
✦ Yellow Cab/Veterans	(616) 459-4646
✦ Port City	(616) 243-5314

Alphabetical Listing of Transportation Resources

AIDS CARE NETWORK (G.R.A.C.E.)

207 E. Fulton, 4th floor
 Grand Rapids, MI 49503
 Phone: (616) 774-2177
 Fax: (616) 774-2083
 www.graceoffice.org

SERVICES:

TRANSPORTATION

Service Description: Volunteers give transportation assistance to people living with HIV/AIDS to and from medical appointments and other appointments of need (i.e. food, housing).

Area Served: Kent County

Sites: See main office above

Site Hours: 8am-5pm M-F

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Lisa Mitchell, Coordinator (616) 774-2083	Persons living with HIV/AIDS	No restrictions	Application: Non-applicable Fees: None	Need referral from case manager at St. Mary's McAuley Health Center or doctor's proof of HIV status	Transportation provided for appointments 8:00 -5:00 p.m. Other rides may be negotiable. 48 hours notice is requested.

AMERICAN CANCER SOCIETY – WEST MICHIGAN AREA SERVICE CENTER

400 Ann St NW, Suite 202
Grand Rapids, MI 49504
Phone: (616) 364-6121
Fax: (616) 364-6451
Director: (616) 364-6121 [ext. 14]
www.cancer.org
kristinpadula@cancer.org

Joan Kulesa, Area Executive Director
Public transportation accessible

Site Area Served: Kent, Ionia, Barry, Montcalm, and Mecosta Counties
Site Hours: Time: 8:30 am to 5:00 pm (phones are answered) Day(s): M-F

SERVICES**ROAD TO RECOVERY - Paratransit**

Service Description: Volunteers provide transportation to and from local cancer treatment centers for patients without their own means of transportation. The service is for cancer related appointments only. (Volunteer's vehicle, no wheelchair lifts or ramps; escort/companion may ride; if able assistance given entering/leaving vehicle, door to door). Patient must be able to walk. Children must be accompanied by an adult.

Area Served: Kent County

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Patient Services Coordinator: (616) 364-6121	Patients without transportation. Patients must be able to walk by themselves.	No restrictions	Application: Registration for needs Fees: None	Non-applicable	8:30am-4pm Mon-Fri Reservations: Need 1 week notice, and address of Doctor or Medical Facility

AMERICAN RED CROSS OF WEST CENTRAL MICHIGAN

1050 Fuller NE
Grand Rapids, MI 49503
Phone: (616) 456-8661
Fax: (616) 235-2355
Toll Free: (800) 482-2411
www.redcrosswcm.org
info@redcrosswcm.org

Lisa Marks, Executive Director
Public transportation accessible

Site Areas Served: Kent, Montcalm, Ionia, and Barry Counties

Site Hours: 8:30am-5:00pm, M-F

SERVICES:

TRANSPORTATION TO MEDICAL APPOINTMENTS - Paratransit

Service Description: The American Red Cross provides transportation within Kent County for eligible people to and from medical services. Appointments are required for service. American Red Cross begins taking appointments 7 days in advance. Appointments are given on a “first-come, first-serve” basis. We are able to transport people in wheelchairs. Rides can also be provided to elderly and handicapped to medical facilities outside of Kent County.

Area Served: Kent County

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours of Operation
Tony Slaughter (616) 456-8661, Ext. 3706 Dispatcher: (616) 454-7433 Toll Free: (800) 482-2411	Financially or physically unable to provide own transportation; disabled, elderly	No restrictions	Application: Non-applicable Fees: None, donations accepted	Proof of income, disability and Medicaid	8:30am-4pm M-F only, for dispatcher to set appointments 7:30am-3pm, hours for transportation

AREA COMMUNITY SERVICE EMPLOYMENT AND TRAINING COUNCIL (ACSET)

Beverly Drake, Executive Director
Public transportation accessible

Sites:

- 1. Cedar Rock Community Action Agency (a unit of ACSET)**
4388 14 Mile Rd. NE
Rockford, MI 49341
Phone: (616) 696-2150

SERVICES:

TRANSPORTATION - Older Adults and Handicapped

Service Description: Provides limited transportation for older adults and physically challenged persons who live in the North Kent County area to professional appointments outside the North Kent area. (Transportation to necessary appointments i.e. medical, dental, social security, FIA) Services provided door to door. Requests are filled on a first-come first serve basis. No wheelchair accessibility.

Area Served: North Kent County

Sites: See office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Shann: (616) 696-2150	Over 55 or accompanying a senior or handicapped, or disabled and low income	55+ or disabled (may be exceptions)	Application: Yes Fees: Donation	Proof of income	8am– 4:30 pm, M-F, call previous day for appointment

- 2. ASCET – West Side Complex**
215 Straight NW
Grand Rapids, MI 49504
Phone: (616) 336-4180

SERVICES:

TRANSPORTATION – Senior Citizens

Service Description: Services provided door to door, doctor appointments are priority. No wheelchair accessibility.

Area Served: Within Kent County boundaries

(Continued on next page)

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 336-4186	60 or older, income \$18,000 yr. or lower	60+	Application: Yes Fees: Donations accepted, but not required. Seniors with incomes above \$18,000 must contribute.	Proof of income	8:30am– 3:00 pm M-F 24 hour notice for Dr. appointments

3. ACEST – Latin American Services (Sheldon Complex)

121 Franklin SE
Grand Rapids, Michigan 49507
Phone: (616) 336-4018

SERVICES:

TRANSPORTATION – Hispanic Senior Citizens

Service Description: Provides transportation of Hispanic senior citizens to: Hispanic meal sites, senior special activities, doctor appointments, or shopping.

Area Served: Kent County

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 336-4018	60 or older, income \$18,000/year or lower, Hispanic.	60+	Application: Yes Fees: Donations accepted but not required. Seniors with incomes above \$18,000 must contribute.	Proof of income	8:30am- 1:30pm, M-F 24 hour notice for Dr. appointments

KENT COUNTY FAMILY INDEPENDENCE AGENCY (FIA)

415 Franklin SE

Grand Rapids, MI 49507

Voice Mail Line: (616) 247-8015

Fax: (616) 247-6078

SERVICES:

MEDICAL TRANSPORTATION

Service Description: FIA does not provide transportation but does provide reimbursement to providers who transport eligible MA clients. Reimbursement is provided at the least expensive cost/means; \$.12/mile reimbursement, GO! Bus, PASS tickets, Red Cross or Ambucab.

Area Served: Kent County

Sites: Kent County

Other:

- A friend/family member can be reimbursed at \$0.12 per mile for transporting client to/from medical appointments. Form MSA-4674-A is used for ongoing medical appointments like dialysis or chemotherapy & form MSA-4674 is used when client has 5 or less medical appointments per month. The appropriate form should be submitted to FIA within 90 days & then a check will be issued.
- When a client is approved for medical transportation, it is his/her responsibility to find their own transportation provider for medical appointments. FIA urges you to call American Red Cross @ 456-8661 for your medical transportation.
- FIA will use GO! Bus tickets to MA recipients for medical appointments only. Client must have an approved GO! Bus application on file at ITP (see ITP-GO! Bus above) & a Medical Needs Form FIA-54-A on file at FIA. Clients should call the transportation # above & leave a voice mail, stating the client's name, case number, and how many tickets are needed in a month's time. FIA generally mails out a 3-month supply to the client. When the client needs more tickets contact the FIA voice mail line so more can be mailed.
- MA-HMO recipients should call their HMO for transportation unless the appointment is for mental health, substance abuse or dental (for individuals under 21 years of age).

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 247-8015 Voice Mail	Clients must be active MA (non HMO) and have a FIA-54A Medical Needs Form on file at FIA	All	Application: FIA-54A Medical Needs Form Fees:	A doctor must complete a FIA-54A Medical Needs Form	Voice mail messages 24/7. Answered twice daily Mon-Fri.

FISH FOR MY PEOPLE/G.R.A.C.E

c/o Mary Jane Watters
207 East Fulton
Grand Rapids, MI 49503
Phone: (616) 774-2045

Henry Ippel, PhD, President
Public transportation accessible

SERVICES:**TRANSPORTATION – To Appointments and Errands; Paratransit**

Service Description: Volunteers from various area churches provide rides for people to their doctors' appointments, FIA, WIC (some days not covered), grocery shopping, and other very necessary errands. Transportation is not given from nursing homes. Drivers are limited and some days may not be covered. (This service does not provide rides on these dates on any month-the 2nd, 5th, 10th, 20th, and the entire last week of the month. This is an all volunteer service for mobility disadvantaged that will take them to necessary appointments. Service is meant to be used when other resources have been exhausted. Wheelchairs only if a travel companion.

Area Served: No service to Grandville, Jenison, Cutlerville.

- N & NE-I96 from Garfield to 28th St. SE
- N-I96+750 E. Beltline
- E-I96 (includes Saladin Dr. SE and 1000 E. Paris SE + medical buildings on Kenmoor, Parchment, Medical Park Drive, Forest Hill, and Spaulding
- W on 28th to E. Paris
- S to 54th
- S- West on 54th (from E. Paris) to Byron Center
- SW-Byron Center (2400 block)
- NW Garfield (1200 block) to I96

Sites: See main office above

Site Hours: 7am-4pm, M-F, services provided. Ride requests are taken 9am-3pm, M-F.

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 774-2045	Real need with no other resources; priority given to medical appointments	No restrictions	Application: Non-applicable Fees: None	Non-applicable	9am-3pm, M-F; call a day ahead to request a ride

HCSS HOME CARE SERVICES STAFFING, INC.Phone: (616) 454-9844

SERVICES:**TRANSPORTATION**

Service Description: Local within 15 miles radius of Grand Rapids. \$30 round trip + .35 mile weekends are \$34 round with \$.40 mile Holiday \$51 round trip \$.50 per mile. Offers in home assistance call for details. Has lift equipped vehicles at wheelchair rates.

HMO MEDICAID CLIENT TRANSPORT FOR MEDICAL APPOINTMENTS

SERVICES:**TRANSPORTATION – For HMO Medicaid Clients for Medical Appointments**

- Priority Health
- Community Choice Michigan
- Molina Health Care

Asked to be “last resort”. Must be approved site.

HMO	Contact #	Requirements	Ages
Priority Health	1-888-975-8102 press 1	Minimum 48 hours notice bus if possible or send ride	N/A
Community Choice Michigan	1-800-390-7102 press 1	Minimum 24 hour notice, case specific	N/A
Molina Health Care	1-877-490-8681 (transport)	Minimum 48 hours notice, does not contract with MSS/ISS for transport	N/A

HOPE NETWORK WEST MICHIGAN

3375 S. Division Ave.
Grand Rapids, MI 49504
Phone: (616) 248-5900
Fax: (616) 235-2066
TDD: (616) 248-5161
Toll Free: (800) 695-4843
www.hopenetwork.org

Lynda Zeller
Public transportation accessible

Site Hours: Time: 8-5 M-F

Reservations: Taken M-F 6am-6pm call for information and rates (243-0876). Provide primarily contracted transportation services.

SERVICES:

TRANSPORTATION – For HOPE Network Clients; Paratransit

Service Description: Operate 120 vehicles to provide transportation for clients to and from Hope activity/vocational and residential programs, evaluations, appointments, training sites, competitive employment, recreation and various other activities. Transportation is also provided by contact with several area agencies.

Area Served: Kent County and Jenison area

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Reservationists or Joan Konyndyk (616) 243-0876	All	Senior Citizens or Disabled	Application/Fee: Will depend on system used	May require proof of open case with CMH; and authorization for transportation or private pay agreement with Hope Network.	Vary, transport clients 18 hours-365 days a year

FUN FUND - Paratransit

Service Description: Using money provided by local service groups, transportation needs can be provided for trips or outings for groups or individuals with special disabilities, the elderly, etc. Groups should have some plan in place when seeking assistance.

Area Served: Kent County

(Continued on next page)

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Reservationists or Joan Konyndyk (616) 243-0876	Individuals or groups with special transportation needs	No restrictions	Application: By phone inquiry Fees: Call for information	Proof of county residency	8am-5pm, Mon-Fri; Service hours as arranged

NORTH KENT TRANSIT SERVICE - Paratransit

Service Description: Provides a demand-response, lift equipped, and door to door service to destinations in Kent County for participating rural townships and outside Kent County.

Area Served: Residents of Rockford, Lowell, Villages of Casnovia, Kent City, Sand Lake and Sparta. Townships: Algoma, Cannon, Courtland, Grattan, Lowell, Nelson, Plainfield, Solon, Tyrone & Vergennes, Oakfield Twp and Spencer Township

Charges per one-way trip are as follows:

- **Persons with disabilities who are 60 years of age or older:** \$3.00-Destinations within the primary service area or connecting trips to Grand Rapids fixed bus routes; \$6.00-Destinations to other locations in Kent County and return trips from those locations (subject to availability).
- **General Public:** \$18.00-Destinations within the primary service area or connecting trips to Grand Rapids fixed bus routes. Destinations to other Kent County locations and return trips (subject to availability).

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Reservationists or Joan Konyndyk (800) 410-9491 or 243-2783	All residents of areas served Elderly/Individuals with disability/other people in need of transportation	No restrictions	Application: Call on previous day by 12 noon to schedule a ride Fees: Fare structure- Fare's are to be paid upon boarding. Charges listed below	Proof of residency/addre ss	8am-4:30pm, Mon-Fri; except holidays Reservation: Call previous day by noon to schedule a ride

MEDICAID NON-EMERGENCY MEDICAL TRANSPORTAION - Paratransit

Service Description: Transportation through Hope Network specifically for those enrolled with Priority Health.

Area Served: Kent County

(Continued on next page)

HOPE Network – Medicaid Non-emergency Medical Transportation (continued from previous page)

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Nancy Potgeter (616) 248-5195	Priority Health Members other Medicaid members	No restrictions	Application/Fee: Insurance Company	Non-applicable	5am-11pm 7 days a week

HELP FUND - Paratransit

Service Description: The Help Fund is for last minute ride needs for disabled individuals, for which there are no other affordable alternative options.

Area Served: Kent County

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Reservationists or Joan Konyndyk (616) 243-0876	Individuals with last minute ride needs for which there is no affordable option	No restrictions	Application: Inquire by phone Fees: Call for information	Proof of residency	8am-4pm M-F Hours of use: as arranged

LIFE EMS

1275 Cedar NE,
Grand Rapids, MI 49503
Phone: (616) 364-8711

SERVICES:**TRANSPORTATION**

Service Description: (24-hours transportation service) Reservations should be made at least 72-hours in advance. There's a possibility of same day service, if van is available.

Fees: 1-way, paid at time of service is \$21.75 & \$1.50 per mile. Roundtrip, paid at time of service is \$41.25 & \$1.50 per mile. 1-way, billed to client is \$29 & \$2 per mile.

Roundtrip billed to client is \$55 & \$2 per mile.

Holidays & Weekend service is available for an additional \$5 charge.

Bed transport available and may be billed to insurance if certified by a physician.

Bed transport fees: Scheduled- If no ALS services: \$167 plus \$5 per mile for first 30 miles, then \$4 per mile after. If ALS services are needed: \$297 plus the same mileage fees as above.

Emergency: With or without ALS services, the cost is \$479 plus \$5 per mile.

MATERNAL AND INFANT SUPPORT SERVICES**Kent County Health Department**

Phone: (616) 336-3040

MOM's Program

Phone: (616) 391-3628

Cherry Street Health Services

Phone: (616) 235-7272

Browning Claytor Health Center

Phone: (616) 913-8300

Westside Cherry Street Services

Phone: (616) 235-1480

Clinica Santa Maria

Phone: (616) 913-8400

Booth Cherry Street Clinic

Phone: (616) 459-9468

SERVICES:**TRANSPORTATION COORDINATION**

Service Description: Provides transportation to and from necessary appointments; medical, WIC, FIA for pregnant women and infants via bus tickets, cab vouchers, and mileage reimbursement when enrolled in the MSS/ISS Program. Molina HMO clients must use Molina transportation.

Area Served: Kent County

Sites: See main sites above.

NATIVE AMERICAN COMMUNITY SERVICES

Steepletown Center
671 Davis NW
Grand Rapids, MI 49504
Director: (616) 458-4078
Fax: (616) 458-2096
Main Line: (616) 458-4078

Betty Shelby, Executive Director
Public transportation accessible

Site Hours: Time: 8-4:30pm, M-F, some evenings, closed for lunch 12-1

SERVICES:

TRANSPORTATION – For Older Adults; Paratransit

Service Description: Providing an assisted or escorted ride to day care programs (Hope Network), meal programs, senior centers, medical appointments and other services as time allows.

Area Served: Kent County

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Elizabeth Ishak (616) 458-4078	Senior Citizens	Senior Citizen 65 and older	Application: Fees:	Non-applicable	8-4:30, M-F, Closed for lunch 12-1

NEIGHBOURS INTERNATIONAL

Phone: (616) 454-7247

SERVICES:

TRANSPORTATION – Medical; Specialized

Service Description: A non-profit tax-exempt outreach ministry that provides specialized door to door wheelchair mobility service working together with FIA and other area hospital social workers. Primarily provide medical transportation but may provide other trips. This service is designated to provide specialized transportation to help those who might otherwise fall through the cracks. Call for fee and area information.

PANC - Programa de Apoyo a Nuestra Comunidad (Helping Our Community)

Spectrum Health – PANC
75 Sheldon Blvd. SE
Grand Rapids, MI 49503
Phone: (616) 391-6199

SERVICES:**TRANSPORTATION COORDINATION**

Service Description: Case managers will coordinate transportation needs for Spanish speaking clients who have been here for less than one year. Gives bus tickets and arranges *The Rapid* Travel Training.

RDS Ambucab

2704 Birchcrest Drive SE
Grand Rapids, MI 49506
Phone: (616) 975-9970

SERVICES:**TRANSPORTATION – Medical; Special Needs**

Service Description: Will bill Medicaid. Reservations should be made at least 24 hours in advance. Can accommodate wheelchair, but no bed transport. Chair width is limited to max of 32 inches.

Fees: 1-way is \$20 which includes 6 miles, then \$1 per mile after. Roundtrip is \$35 which includes 6 miles, then \$1 per mile after. Will go out of county and state. Call the office for rates. Mileage may also be charged if client is a long distance away for pick-up.

READY RIDE TRANSPORTATION, INC.

2757 44th Street SW
Suite 206
Wyoming, MI 49509
Phone: (616) 261-2400
Fax: (616) 261-0200

SERVICES:**TRANSPORTATION**

Service Description: A service corporation of highly trained professional drivers that provide safe, punctual and dependable transportation seven days a week for individuals with special transportation needs. All full-sized vans have raised roofs and extended doors for safety and convenience. All vans are equipped with electro-hydraulic lifts with manual backup systems and the best wheelchair lockdown system. All drivers are certified in Basic First Aid and CPR.

Transportation for all purposes: Doctor appointments, therapy sessions, dialysis, hospital and other medical visits.

Other trips: church, educational events, senior activities, group trips and outings, recreational, social events, etc. Special discounts are available for multiple trips, group trips and senior citizens. We will bill No-Fault Insurance Companies and Worker's Compensation.

Premium rates apply on weekends and from 6pm-6am during the week (add 20% to below rates).

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 261-2400	Non-applicable	N/A	Application/Fees: 5 Days/wk - \$22 one way 4 Days/wk - \$24 one way 3 Days/wk - \$25 one way 1-2 Days/wk - \$27 one way (Plus \$2 per mile) \$40 an hour to wait for a client	Non-applicable	24 hours – 7 days a week; Weekend: Call by Thursday

SENIOR NEIGHBORS

820 Monroe NW, Suite 460
Grand Rapids, MI 49503-1442
Phone: (616) 459-6019
Fax: (616) 459-6953
Director: (616) 233-0277
www.seniorneighbors.org

Robert Barnes, Executive Director
Public transportation accessible

Sites:

- 1. Main Office**
See above
Site Area Served: Kent County
Site Hours: 8:30-5pm

- 2. Downtown Senior Neighbors Center**
44 Ionia SW, Suite 2
Grand Rapids, MI 49503
Phone: (616) 459-3040
Fax: (616) 459-9906
Site Hours: Monday-Friday, 9:00am-2:00pm
Contact: Donna Boelema

- 3. Grandville Senior Neighbors Center**
3380 Division Ave.
Grandville, MI 49418
Phone: (616) 531-5250
Fax: (616) 531-7743
Site Hours: Monday-Friday, 8:30am-4:30pm
Contact: Dawn White

- 4. Lowell Senior Neighbors Center**
314 S. Hudson
Lowell, MI 49331
Phone: (616) 897-5949
Fax: (616) 897-5940
Site Area Served: Kent County
Site Hours: Monday-Friday, 8:30am-1:00pm
Contact: Marcia Roth

- 5. Sparta Senior Neighbors Center**
100 Ida Rd.
Sparta, MI 49345
Phone: (616) 887-1273
Fax: (616) 887-1937
Site Hours: Monday-Friday, 8:30am-2:30pm
Contact: Mary Ann Wallace

(Continued on next page)

- 6. Walker Senior Neighbors Center**
 1101 Wilson NW
 Walker, MI 49544
 Phone: (616) 453-7039
 Fax: (616) 453-3437
Site Hours: Monday-Friday, 10:00am-2:00pm
Contact: Jayne Flynn

SERVICES:

TRANSPORTATION ASSISTANCE - Paratransit

Service Description: Public. Provides reduced price GO! Bus or regular route service tickets for independence sustaining activities, medical, financial and/or community service related needs. Transportation can be provided to medical care appointments, grocery and drug stores, and to Senior Neighbors Centers for congregate meals and social activities. To obtain bus tickets, the appropriate Senior Neighbors Center should be contacted.

Area Served: Any area served by *The Rapid*. Call centers 1, 2, 3, and 6 for tickets.

Contact: For GO! Bus and Senior Citizen ITP Bus Passes:

- Downtown Senior Neighbors: (616) 459-3040
- Grandville Senior Neighbors: (616) 531-5250
- Walker Senior Neighbors: (616) 453-0739
- Senior Neighbors (Central Office): (616) 459-6019

ESCORT SERVICES FOR SENIORS

Service Description: Private/Escort. Transportation can be provided to medical care appointments, grocery and drug stores, and to Senior Neighbors Centers for congregate meals and social activities using Senior Neighbor vans. To schedule a ride, the appropriate Senior Neighbors Center should be contacted preferably one week in advance.

Area Served: Persons near Lowell, city of Grandville: Grandville area (includes much of SW Kent County) 100 Ida Rd, Sparta: Sparta area (includes northwest Kent County),

Sites: 3, 4, 5

Contact: For escort/van transportation services:

- Grandville Senior Neighbors: (616) 531-5250
- Sparta Senior Neighbors: (616) 887-1273
- Lowell Senior Neighbors: (616) 897-5949

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(See contact information below)	Seniors age 60 and older Reduce Price Go Bus Tickets: ADA application filled out and falls within income guidelines	Seniors 60+	Application: To schedule a ride or obtain a bus pass, contact one of the Senior Neighbors Centers Fees: Donations accepted	Agency intake Income Attestation Form	See Senior Center site hours

SUNSHINE SENIOR ASSISTANCE
A BARUCH SENIOR MINISTRIES PROGRAM/SUNSHINE HELPERS

435 Cherry St. Suite 2
 Grand Rapids, MI 49503-4672
 Phone: (616) 456-6200
 Fax: (616) 774-0501
 Toll Free: (800) 370-0067
www.leisure-living.com

Diane Schaffer, Administrator

Site Hours: 8-4pm, M-F; evening and weekend on-call

SERVICES:

TRANSPORTATION - Paratransit

Service Description: Transportation as part of in home services for older adults and special needs persons. Provides transportation services, both in and out of area. Out of area would consist of anything 20 miles outside the radius of the office. Services include transporting to and from school, work, doctor's appointments, rehab and therapy appointments, errands and grocery shopping.

Area Served: Michigan

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
Sue Ruby (616)456-6200	Ambulatory or if in wheelchair must be able to pivot out of chair.	Non-applicable	Application: Intake procedure over the phone Fees: Private pay, Medicaid waiver, or some insurances	Will need name, address, birth date, social security number and phone number at the time of intake	Varied based on client need

THE RAPID

300 Ellsworth Ave. SW
Grand Rapids, MI 49503-4005
Phone: (616) 456-7514
Fax: (616) 456-1941
Route and Schedule Information Line: (616) 776-1100
TDD: (616) 776-1186
www.ridetherapid.org
info@ridetherapid.org

Peter Varga, Executive Director and CEO
Public transportation accessible

Site Area Served: Core service area includes: Grand Rapids, East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming, but varies depending on the program.

Site Hours: 8:00 am-4:30 pm, M-F

SERVICES:**TRANSPORTATION - *The Rapid* Fixed Route Bus Service**

Service Description/Area Served: *The Rapid* operates 17 fixed routes in Grand Rapids, E. Grand Rapids, Grandville, Kentwood, Walker, Wyoming and portions of Alpine Township, Byron Township, Cascade Township, and Gaines Township. Buses do not run on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. All buses are wheelchair accessible.

Sites: See main office above.

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616) 776-1100	N/A	N/A	Application: N/A Fees: Adult cash fare: \$1.30. Seniors and people with disabilities: \$0.65 (ID required). Change cards, good toward future fares, are provided if you do not have exact change. Adult 10-ride fare cards: \$10. Student 10-ride fare cards: \$8 (ID required). Reduced fare 10-ride fare card: \$6.50 (ID required). The 31-day pass is good for unlimited rides from the date first used. The cost is \$35.	Proof of age, disability or student status is required to use discounted tickets. *Acceptable documents listed below	Monday-Friday 5:45am-6:15pm 12 routes run weekday evening service until 11:15; 14 routes have Sat. service 6:30am-6pm; 8 routes have Sat service to 9:30pm; 7 routes have Sunday service 8am-7pm

***Acceptable documents include:** Michigan ID card, drivers license, school ID, Medicare card, *The Rapid's* reduced fare ID card or paratransit eligibility certification card.

Fees/Purchasing Tickets: 10-ride cards and 31-day passes may be purchased at area D&W Food stores, Family Fare stores, Meijer stores, *The Rapid* Information Center (at transit center), or by mail.

(Continued on next page)

The RAPID (continued from previous page)

INFORMATION TRIP PLANNING

Service Description: Tell us where you are and where you want to go, and we'll provide instructions for how to get there on the bus (for fixed routes).

Hours: Monday-Friday 6:30am-6:30pm

Cost: Free

Contact: 776-1100

TRAVEL TRAINING

Service Description: For anyone who wants to use fixed-route bus services. Travel Trainer works with people who need individualized help learning how to ride the bus. Plans routes, rides with clients a few times, and checks their progress.

Hours: 8am-4:30pm (alternate times can be arranged)

Cost: Free

Contact: 456-7514

GO! BUS PARATRANSIT SERVICE

Service Description: GO! Bus is a shared-ride service for eligible persons with disabilities, or non-disabled senior citizens. Applications are required. Service is provided through advance reservations and all vehicles are wheelchair accessible.

Area Served: Rides are available throughout the six-city service area of *The Rapid*. Service to/from the townships is guaranteed within ¾ mile of a fixed route. Availability to other locations within the township is defined by the contracts with that township. Call the GO! Bus office for more details.

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
456-6141	Determined by requirements of the Americans with Disabilities Act. For non-disabled seniors (NDS), must be at least 65 years of age.	Non-disabled Senior must show proof of age 65+.	<p>Application: May be obtained by calling the GO! Bus office, 8-4:30 pm, M-F. Applications may take up to three weeks to certify.</p> <p>Fees: One-way ADA ride is \$2.60 One-way NDS ride is \$7.00.</p>	Applications are required. ADA eligibility must include professional verification of the disability. All NDS applications must include proof of age.	Service available: 5:15 am-11:15pm M-F, 6:30am-9:30pm, Sat., 8am-7pm, Sun. Reservations can be made up to 14 days in advance, but no later than 24 hrs in advance. Reservations are accepted 6:30 a.m.– 4:30 p.m. M-F, 8:30 a.m. – 4:30 p.m. Sat., and 9 a.m. – 1 p.m. Sun.

(Continued on next page)

The RAPID – GO! Bus (continued from previous page)

Fees/Purchasing Tickets: Cash fares require exact change. Tickets may be purchased at area D&W Food stores, Family Fare stores, Meijer stores, The Rapids Information Center (at transit center), or by mail.

PASS PROGRAM (Passenger Adaptive Suburban Service)

Service Description: PASS is a suburban feeder shuttle that transports passengers from their curb to *The Rapid* fixed-route bus system. Point-to-point rides are also allowed within a sector.

Area Served: East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming. Portions of Grand Rapids are also served.

Sites: See main office above

Contact	Eligibility	Ages	Application/ Fees	Documents	Hours
(616)459-7701	There are no eligibility requirements for the rider, but trips must fit within the service parameters.	N/A	Application: None Fees: PASS fare is \$2.60 cash or one (1) PASS ticket per ride, which includes a free transfer to/from the fixed-route bus service if necessary.	N/A	Monday-Friday 5:45 a.m. - 11:15 p.m., 6:30a.m. – 9:30 p.m. Saturday, and 8 a.m. –7 p.m. on Sunday.

Reservations: Rides must be made at least 24 hours in advance, but no more than 14 days in advance. Subscription service is available for any regularly-scheduled trip (e.g. to work each day or for a weekly medical appointment.) Hours for reservations are 8:30am-4:30pm Monday-Saturday and 9:00am-1:00pm on Sunday.

UNITED METHODIST COMMUNITY HOUSE

904 Sheldon SE
Grand Rapids, MI 49507
Phone: (616) 452-3226

SERVICES:

TRANSPORTATION

Service Description: Some transportation support available for parents and families in transition programs at UMCH.

VETERANS ASSISTANCE

Contact: 365-9575 ext. 244

SERVICES:

TRANSPORTATION - Veterans

Service Description: Rides to Ann Arbor, and Battle Creek leaving from local Vet Facility. Veteran's only.

SPECIAL / OTHER TRANSPORTATION SERVICES

WHEELCHAIR TRAVEL

Ambulance Service Rockford/Lowell: (616) 866-0724; Lake Odessa (616) 374-8585

Ambucab/Life EMS Metro Chair: (616) 364-8781 - Operates 7 days a week, 24 hours, boundaries are flexible, pre-approval needed for over 100 miles.

Ambucab Neighbor's International Transport: (616) 454-7247 - 6 days a week, 24 hours, 1 day advance notice. Provides free Medicaid transportation. No boundaries, rate of \$40.00 round trip may be negotiable.

Ambucab Transport: (231) 792-6561 – 7 days a week, 7am-7pm by appointment, competitive rates. Also serves ambulatory passengers Allegan based, but serves West Michigan (Allegan, Barry, Kent & Ottawa Counties)

Calder City: (616) 454-8080 - Call for rates.

Health Care Associates HCAT: (616) 531-9973 – Hours include 7-5pm but also nights and weekends by appointment. Private transportation, for any reason, PCA's ride free, serves anywhere in SW Michigan. Can possibly accommodate last minute requests. Rates are \$45.00 round trip, and \$2.50 per mile or \$35.00 one-way.

Mercy Ambucab: (616) 459-8197 – M-F, 7-7pm, possibly weekends by appointment. Boundaries are East-28th St. in Ottawa County, West-Honey Creek/Buttrick, South of 8 mi. Rd and North of 84th St. prefer 2-3 day notice. Flat rate of \$36.00 one-way. \$2.50 per mile. If paid at time of service mileage is waived. West MI Ambucare Muskegon: (616) 719-0001 – Call for information.

(Continued on next page)

AIR TRAVEL – MAJOR MEDICAL CENTERS

West MI Angel Planes: (616) 673-2272

Wings of Mercy: (616) 396-1077; toll-free 1-888-786-7329

Corporate Angel Network: (914) 328-1313 (Free)

TRAIN

AMTRAK: Toll-free 1-800-872-7245

BUS

GREYHOUND BUS – ADA TRAVEL ASSISTANCE

Toll-free 1-800-752-4841

Service Description: The Greyhound Helping Hand program offers free transportation to a person accompanying a person with a disability. You must have a doctor's statement certifying that he/she cannot travel alone. Persons with disabilities can arrange for someone to help them on and off the bus without a doctor's certification.

- Other services that can be arranged are: assistance with mobility aids, priority seating (in front) for seniors and persons with disabilities; lift-equipped bus, and individuals can bring oxygen tanks (up to 4 tanks: 2 on bus and 2 in checked baggage compartment); tanks can be no bigger than 4.5"x 26".
- You must call at least 48 hours in advance.

TAXI SERVICE

Calder City: (616) 454-8080 Operates 24/7 Mon.-Fri.; weekends by advance request. Fee: \$1.60 meter start, \$3.00 1st mile, \$1.60 each additional mile.

Port City: (616) 243-5314 - Fee: \$3.00 meter start, \$1.69 per mile thereafter

Veterans: (616) 459-4646 - Fee: \$1.60 meter start, \$1.60 per mile thereafter.

Yellow Cab: (616) 459-4646 - Fee: \$1.60 meter start, \$1.60 per mile thereafter.

Acknowledgments

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- ACSET (Area Community Service Employment and Training Council)
- Angel Wings Transportation
- American Red Cross
- Area Agency on Aging
- Disability Advocates of West Michigan
- Faith in Motion
- Heart of West Michigan United Way/United Way 2-1-1
- Hope Network
- Kent County Family Independence Agency (FIA)
- Kent County Health Department
- Senior Neighbors
- *The Rapid*
- Touchstone

Special Thanks

To the volunteers of Disability Advocates of West Michigan for their generous work in assisting with calls and updating information.

2004 Kent County Health Care Transportation Resource Directory

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Grand Rapids, Michigan

This directory is a cooperative production of the
Kent County Health Department
Kent County Emergency Needs Task Force Transportation Subcommittee
Kent County Task Force on Health Care for People of Color

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Kent County Health Department

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