



Kent County Community Action Way 2 Go! Transportation Program



Way 2 Go! Program Eligibility

- All Kent County residents 65 years of age or older and persons of any age with a disability
- Service area is limited to locations **not currently served by** The Rapid's fixed route and ADA paratransit (GO!Bus) services

Way 2 Go! Program Information

- The phone number to schedule rides is **(616) 632-7965**
- Way 2 Go! service hours are Monday – Friday 8:00 AM – 4:00 PM (excluding holidays)
- There is a **\$2.00 requested ride share contribution per one-way trip**. Your contributions are important and go directly back into Way 2 Go! to support operations.
- Your driver can assist in carrying a small number of shopping bags, limited to one trip to your doorstep. Please advise when scheduling if you will have any oversized items that need to be transported and we will try to make accommodations if possible.
- Trips may be scheduled to any address within Kent County as long as either the beginning location or the final destination falls within the program's service area.
- Scheduling is done on a first come first served basis with at least 24 hours' notice requested. Rides may be scheduled up to 14 days in advance, and same day service may be accommodated when possible. Will-call returns are offered for medical appointments only, until 3:00pm. When scheduling, please provide the complete address of your destination.
- Please provide notice of cancellation as soon as possible, with 24 hours' notice requested.
- Only registered clients will be provided transportation. Companions and children are not allowed unless they are registered participants. Personal Care Attendants are welcome and their seat must be reserved at the time passenger's trip is scheduled.
- Passengers are required to be ready for pick up 15 minutes before their scheduled pick up time and up to 15 minutes after their scheduled pick up time.
- If you miss your ride you are responsible for making alternate arrangements. A vehicle will not be sent back for you.
- Way 2 Go! is a curb to curb service, although door-to-door service will be provided when requested. Drivers do not go inside buildings or residences for any reason. Please be on the lookout for your ride.
- Repeated cancellations or no shows may result in a 30-day suspension from the service.
- Way 2 Go! has limited availability and should not be relied on as your only form of transportation.
- Way 2 Go! is provided through funding from MDOT, the Interurban Transit Partnership, and Community Development Block Grant funds.
- Riders are strongly encouraged to wear a mask to reduce the spread of COVID-19.

Kent County Community Action fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. KCCA operates without regard to race, color, national origin, creed, income, gender, age, and disability.