



## TANK Routes

- 1 Florence Mall
- 1X Florence Express
- 2X Airporter
- 3 Ludlow/Bromley
- 5 Holman/City Heights/Ft. Wright Hub
- 7 Rosedale/Latonia
- 9 Taylor Mill/Independence/Fidelity
- 11 Fort Thomas/NKU
- 12 Dayton
- 16 Grand Towers/St. Luke East/Carmel Manor
- 17X Villa Hills Express
- 18X Edgewood Express
- 19X Beechgrove Express
- 20 South Newport
- 22X Walton Express
- 23 South Bellevue
- 25 Alexandria/Eastern Ave.
- 25X Alexandria Express
- 28X Empire Drive/Industrial Rd. Express
- 29X Hebron Express
- 30X Independence Express
- 32X Burlington Express
- 33 St. Elizabeth South/Ft. Wright Hub/  
Crestview Hills Town Center
-  Southbank Shuttle



# RAMP



## RAMP service area



TANK'S  
**RAMP service**  
provides transportation  
for disabled citizens.



TRANSIT AUTHORITY OF NORTHERN KENTUCKY

Transit Authority of Northern Kentucky  
3375 Madison Pike  
Fort Wright, KY 41017  
www.tankbus.org  
tel: 859-331-TANK  
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859-331-TANK  
www.tankbus.org

**TANK**  
TRANSIT AUTHORITY OF NORTHERN KENTUCKY



## What is RAMP?

The Regional Area Mobility Program (RAMP) is a door-to-door shared ride service available to disabled citizens who are unable to use TANK's fixed route bus service.

RAMP serves the areas of Boone, Campbell, and Kenton counties in Northern Kentucky which are also served by TANK's fixed route system.

### RAMP Service Area

Individuals who live within the RAMP service area (which is approximately ¾ of a mile past the end of the area served by TANK fixed route service) may apply for transportation (see map on back cover). People living outside this area can only use the RAMP service by scheduling pick up and drop off locations within the RAMP service area. For questions about the service area or a detailed map identifying the specific boundaries please contact TANK's special service office at (859) 578-6949.

### Who is Eligible?

The following people are considered RAMP eligible under the American with Disabilities Act:

- Individuals with disabilities who are unable, as the result of a physical or mental impairment to board, ride or disembark from any regular service, accessible bus without the assistance of another individual (except the operator of a wheelchair lift or boarding assistance device.)
- Individuals with disabilities who have a specific impairment-related condition which prevents them from traveling to or from a regular bus stop.

### How do I Become Eligible?

You must first complete an application which will be reviewed by TANK's Special Service Office. You can obtain this application by calling (859) 578-6949. If there is any question of whether to grant eligibility, you will be sent to an evaluation facility at no cost to you.

If you are found to be eligible, you will receive a policy handbook. If you are found to be ineligible, you will receive a letter informing you of the decision, with information to help you access TANK's other services. TANK has a travel trainer on staff to assist passengers in learning to ride its fixed route bus service.

### Hours of Service

RAMP operates the same hours of service as our fixed route buses.

### Reserving your ride

Trips can be scheduled by calling our Special Service Office at (859) 578-6949 between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday. Only next day trip requests can be made on the weekend. These requests can be made by leaving your name and telephone number on the Special Service answering machine. The Special Service Office is closed on holidays.

Two types of trips can be scheduled:

- **Miscellaneous trips** can be scheduled up to two weeks in advance. Your ride will be scheduled as close as possible to the requested time. You will be given a 15 minute window of time from your scheduled pick up in which you must be ready to depart.
- **Subscription trips** can be scheduled when you are traveling to and from the same location at the same time at least three times a week.



Once a subscription trip is set there is no need to call again to schedule the trip. You may be put on a waiting list for a subscription trip if there is not an opening for the time you requested. A 15-minute window of time is given from your scheduled pick up in which you must be ready to depart.

Up to two guests may travel with you. If you are traveling with a guest(s) you must inform the Special Service Coordinator at the time you schedule your trip. Your guest(s) must be picked up and dropped off at the same time and location as you. Guest must pay full fixed route fare.

Children (age 12 and younger) must be accompanied by a responsible adult passenger.

### Trip planning information

When scheduling a trip you will be asked to provide the following information:

- Name
- Date of travel
- Pick up and destination addresses
- Appointment and return times
- If you use a wheelchair
- If a personal care attendant or guest will be with you

### Preparing for your trip

RAMP offers door-to-door service where the location is fully accessible. The driver can assist you in boarding and exiting the RAMP vehicle. The driver is not permitted to enter any building, but can assist beyond curbside.

If you need further assistance, it is recommended that a personal care attendant (PCA) travel with you. A PCA Request Form must be completed and returned to the Special Service Office before your PCA can travel on RAMP.

Your authorized PCA must board and disembark with you at the same origin and destination. PCA's ride free.

Packages must be limited to 6 to 8 plastic grocery-style bags with handles or the equivalent.

### Canceling a trip

It is your responsibility to notify TANK's Special Service Office as early as possible of cancellations to any miscellaneous or subscription trip. You must call the Special Service Office at least two hours before the scheduled pick up window to avoid being charged with a "no show" violation. Passengers who establish a pattern of "no shows" or excessive cancellation may lose riding privileges.

### Fares

TANK's current fare structure is available on all TANK buses, our website and on select schedule racks. For your convenience TANK offers many ways to buy your fare. All fares must be paid in exact change upon boarding the bus.

### Safety

RAMP vehicles are equipped with lifts and wheelchair tie-down devices. Passengers are required to use a seat-belt unless a waiver is signed in advance of the trip.

### Transferring to Access

For your convenience, a transfer point has been set up between RAMP and Metro's Access service located at Fifth and Main Streets in Cincinnati. A separate fare must be paid on both systems.

### Lift-equipped and kneeling buses

All of TANK's regular service buses are fully accessible to persons with mobility impairments. For details, call TANK at (859) 331-TANK.

RAMP is operated in compliance with the Americans with Disabilities Act (A.D.A.) by the Transit Authority of Northern Kentucky and was established in 1978.

