

Safety Comes First!

Help us keep our drivers, yourself and other riders safe by adhering to the following;

- Pets are restrained when the driver arrives.
- Seat belts are worn at all times while the vehicle is moving.
- Safely maintain your wheelchair and/or other mobility devices.
- Wheelchair foot rests are required when riding on our vehicles.
- All wheelchairs and scooters must be secured by the driver, using the wheelchair restraint system.
- Drivers are to assist clients (if needed) with grocery bags, but limited to 6 bags.
- No eating, drinking, littering or smoking on board the vehicle.

Who else can ride with Silver Key?

We are now accepting clients with disabilities ages 18 to 59 that have a current ADA Certification. To Obtain a current ADA Certification card please call the city eligibility office at 719-392-2396 (ext. 5)

Statement of Rights - Filing a Complaint

Silver Key does not discriminate on the basis of race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status or marital status. Silver Key abides by the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act of 1964. For more information or to file a complaint, please call 719-884-2380.

Trips are funded in part by PPAAs



1625 S. Murray Blvd.
Colorado Springs, CO
80916



Transportation Ride Guide



Welcome to Silver Key Transportation!

Silver Key Transportation strives to provide reliable and safe transportation for those 60 and over. Our trained and courteous drivers provide door-thru-door service in order to ensure our passenger's safety.

We hope you'll read the following information carefully. It will help you to make the best use of our service and help us to serve you better.

www.silverkey.org

719-884-2380

Where Can I go?

Anywhere you'd like within our service area and business hours, including;

- Medical, physical therapy, and personal appointments
- Community/Senior Centers
- Adult Day Programs
- Grocery Store and other shopping destinations
- Social and Recreational events and worship services
- Employment, education and volunteer sites

When does Silver Key provide service?

Monday through Friday
First Pick Up - 7:30am
Last Pick Up - 4:30pm

How much does it cost?

We ask for \$3.50 per trip.

We accept cash, check ("transportation" written in the memo section) and credit cards. You can pay when you ride, over the phone with a reservationist, through our website, or by mailing it.

What Medical Aides can be used?

We can transport passengers who use canes, crutches, walkers, wheelchairs, oxygen or similar medical aids. Please let us know if your use of any aids change.

**Please call to request a ride
719-884-2380**

REQUESTING RIDES

How do I schedule a ride?

Silver Key Transportation office is open to take requests and cancellations Monday thru Friday from 7:30am to 4:30pm.

Please have the following information ready.

- Your name and address
- The date of your requested ride and the address of your pick-up location and your destination.
- Your appointment time or the time you need to arrive at your destination
- Your doctor's name, phone number and suite number
- The time you would like to be picked up for your return ride

Silver Key Transportation receives more than 200 phone calls daily so there may be times when you will be placed on hold before speaking to a reservationist.

When do I need to schedule my rides?

You will have a better chance to schedule a ride by calling at least (1) week ahead. Same day rides for emergency purposes may be available.

Trips are scheduled on a "first come first served" basis.

We can schedule one month in advance for medical trips and two weeks in advance for all other trips.

When should I be ready?

We ask that you be ready (1) hour prior to your original scheduled pick up time. Drivers can arrive as early as 15 minutes prior or 15 minutes after your scheduled pick up time.

Late Cancellation/No-Show Policy

Riders or their caregivers are responsible for cancelling trips at least one (1) hour prior to their scheduled pick up time. If a one hour notice is not given, it will be considered a late cancellation.

To cancel a trip please call **719-884-2380** between 7:30 a.m. - 4:30 p.m. Monday thru Friday. If calling outside these hours you may leave a message with your name and date of cancellation.

Please avoid frequent late cancellations and no-shows. You will be considered a No-Show when:

1. You cancel your ride when the driver arrives
2. You cannot be found at your pick-up location

A combination of three (3) no shows or late cancellations in a sixty (60) day period will result in a two (2) week suspension of service. Silver Key Transportation will attempt the following in order to better communicate the ramifications;

- A notice letter will be sent after one (1) no show or late cancellation
- A warning letter will be sent after two (2) no shows or late cancellations
- A suspension letter will be sent after three (3) no shows or late cancellations and service will be suspended for two (2) weeks

Continued violation of the no show/late cancellation policy could lead to complete loss of riding privileges.

Client Conduct

Abusive, menacing, or threatening behavior towards Silver Key staff or other passengers may result in suspension of services.