

SAFE.
TRAVEL.
DAILY.

RIDE GUIDE



1625 S. Murray Blvd.
Colorado Springs, CO 80916

719.884.2300

www.silverkey.org

info@silverkey.org



WELCOME!

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.

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 ("Reserve & Ride" 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 AIDS 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 aides change.

REQUESTING RIDES

How do I schedule a ride?

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

**PLEASE CALL TO REQUEST A RIDE:
719-884-2380**

IMPORTANT INFO

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 Reserve & Ride 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 RESERVE MY RIDE?

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 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. Mon-Fri. 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:

- You cancel your ride when the driver arrives
- 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 Reserve & Ride 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 loss of riding privileges.

SAFETY/POLICIES

CLIENT CONDUCT

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

SAFETY

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 at your home.
- 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.

CLIENT RIGHTS

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 contact:

Silver Key Senior Services

Attn: President & CEO
1625 S. Murray Blvd.
Colorado Springs, CO 80916
(719) 884-2300

Pikes Peak Area Agency on Aging

Attn: Director
15 S. 7th St.
Colorado Springs, CO 80905
719) 471-7080

Office of Adult, Disability and Rehabilitation Services

Aging and Adult Services
1575 Sherman Street, 10th Floor
Denver, CO 80203
Main phone: 303-866-2800
Fax: 303-866-2696
Toll Free: 888-866-4243

CONCERNS?