



RIDE GUIDE

Silver Key transportation service provides safe and reliable ADA accessible transportation for medical appointments, shopping, group meals, social activities, recreation trips, and more.

The following includes important information you'll need to know to request and cancel a ride, including Silver Key policies and safety guidelines.

Thank you for registering. We look forward to serving you!

WHERE CAN SILVER KEY TAKE ME?

Our trained and courteous drivers will take you anywhere you'd like within our designated transportation service area and business hours, including to:

- Medical, physical therapy, and personal appointments
- Silver Key Connections Café meal sites
- Community and Senior Centers
- Adult Day Programs
- Grocery store and other shopping destinations
- Social and recreational events and worship services
- Employment, education and volunteer sites
- Veterans support veterans by providing rides to VA medical facilities

WHAT ARE THE SERVICE BOUNDARY AREAS?

A map of our service area is available online at silverkey.org/reserve-ride. If you have questions about a particular address, just give us a call.

WHEN DOES SILVER KEY PROVIDE TRANSPORTATION SERVICES?

Service hours are Monday through Friday, 8:30 am-4 pm.

HOW DO I SCHEDULE A RIDE?

Call Silver Key Reserve & Ride at **719-884-2380** Monday through Friday from 7:30 am to 4:30 pm to schedule a ride.

Please Note: We receive more than 200 transportation phone calls daily so there may be times when you will be placed on hold before speaking to a reservationist.



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HOW FAR IN ADVANCE SHOULD I SCHEDULE MY RIDE?

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

Recurring daily, weekly, or monthly rides can be scheduled upon request.

Please Note: Trips are scheduled on a "first-come, first-served" basis. We can schedule two (2) weeks in advance for all trips.

PLEASE HAVE THE FOLLOWING INFORMATION READY WHEN SCHEDULING:

- 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

HOW MUCH DOES IT COST?

We ask for a suggested donation of \$3.50 per trip (the value of a ride is more than \$23). No one will be denied services because they are unable to pay.

We accept cash, check (please write "transportation" in the memo section) and credit cards. You can pay when you ride, over the phone with a reservationist at 719-884-2380, through our website at www.silverkey.org, or by mail to Silver Key, 1625 S. Murray Blvd., Colorado Springs, CO 80916.

WHEN SHOULD I BE READY?

We ask that you be ready one (1) hour prior to your original scheduled pick up time.

WHAT MEDICAL AIDS CAN BE USED?

We can transport passengers who need a lift device or use canes, crutches, walkers, wheelchairs, oxygen, or similar medical aids. Our trained and courteous drivers provide door-through-door service in order to ensure passenger safety.

Please Note: Be sure and let us know if your use of any medical aids change.



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IMPORTANT SAFETY GUIDELINES

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

- Service animals 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 CONDUCT POLICY

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

HOW DO I CANCEL A RIDE?

To cancel a ride, please call **719-884-2380** Monday through Friday from 7:30 am to 4:30 pm. If calling outside these hours you may leave a message with your name and date of cancellation.

LATE CANCELLATION AND NO-SHOW POLICY

Riders or their caregivers are responsible for canceling trips **at least twenty-four (24) hours before** the scheduled pick-up time. Failure to provide this notice will be considered a **late cancellation**.

A rider will be considered a **no-show** when:

- The ride is canceled when the driver arrives, **or**
- The rider cannot be found at the designated pick-up location

NO-SHOW THRESHOLD AND PROGRESSIVE SUSPENSION POLICY

Passengers who have **no-shows equal to or greater than 25% of their scheduled trips within a thirty (30) day period** will be subject to the **warning and progressive suspension policy**.

To be eligible for a warning or suspension, a passenger must have booked **a minimum of three (3) trips in a calendar month**.

Example:

If a passenger books five (5) trips in a month and no-shows 25% of the time, they are in violation of the



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no-show policy and will be subject to the progressive corrective action plan.

PROGRESSIVE COMMUNICATION AND CORRECTIVE ACTION

Silver Key Reserve & Ride transportation services will provide the following notifications:

- After **one (1)** late cancellation or no-show: a **notice letter** will be sent
- After **two (2)** late cancellations or no-shows: a **warning letter** will be sent
- After a member late cancels or no-shows 25% of rides in a 30 day period: a **suspension letter** will be issued, and service will be suspended for **two (2) weeks**

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 AAA
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
Toll free: 888-866-4243
Fax: 303-866-2696

Colorado Department of Transportation
Suriah Bahr- Title VI & ADA Program Manager
2829 W. Howard Place Denver, CO 80204
CDOT_Accessibility@state.co.us
Voice Mail: 303-512-4220

File a Complaint:
codot.gov/business/civilrights/complaints

Federal Transit Administration
Office of Civil Rights Attention:
Complaint Team 1200 New Jersey
Avenue, SE Washington, DC 20590
Phone: (888) 446-2511

File a Complaint:
transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta



Scan to File a
Discrimination
Complaint with CDOT



Scan to File
a Complaint
with FTA