



# RIDE GUIDE

719-884-2300

## Welcome!

Silver Key Reserve & Ride transportation service provides safe and reliable door-through-door ADA accessible transportation for medical appointments, shopping, group meals, social activities, recreation trips, and more.

Look inside for 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](http://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 **719-884-2300** Monday through Friday from 8:00 am to 5:00 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.

### 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 \$5.00 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 719-884-2300, through our website at [www.silverkey.org](http://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.

## 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 **719-884-2300** 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 prior to their scheduled pick up time. If a twenty four (24) hour notice is not given, it will be considered a late cancellation. 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

Please avoid frequent late cancellations and no-shows. A combination of three (3) no-shows or late cancellations in a thirty (30) day period will result in a two (2) week suspension of service. Silver Key Reserve & Ride transportation services 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 late cancellation and no-show policy could lead to loss of riding privileges.

**719-884-2300**

## 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