

## about us

**Envida** (formerly Amblicab) is a non-profit organization in Colorado Springs with more than 50 years of experience providing specialized transportation service to the general public, with a primary focus on older adults, people of disabilities, and people with low income.

We provide reliable, affordable, and accessible door-to-door and door-through-door transportation service for those who require additional assistance in and out of the home and vehicle. We have a team of compassionate drivers, who are thoroughly trained in working with our populations, and a large fleet of ADA accessible vehicles to accommodate people with varying abilities and physical needs.

## use of service

You may use **envida** transportation for non-emergent medical transportation (NEMT) rides under Medicaid, medical appointments, hospital discharges, and employment/volunteer commitments, education, day programs, social activities, shopping, and trips that help meet your independence needs and help you be a part of the community.

## service area

We serve El Paso County and Teller County and operate 3 fixed routes that serve unincorporated communities along Highway 24 to Calhan and Highway 94 to Ellicott and Rush. We also provide NEMT rides under Medicaid throughout the State of Colorado.



## hours of operation

We offer extended hours of operation, including weekdays, evenings, and weekends. Transportation service is provided **Monday-Friday, 5am-6pm**, and **Saturday and Sunday, 7am-4pm**, depending on availability. We are closed on the following days:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Day
- December 24 or 26 (depending on the year)

If a holiday falls on a weekend, the holiday will be the day designated by the State of Colorado.



# envida transportation



## A RIDER'S GUIDE

Thank you for choosing envida as your trusted specialized transportation service provider! **Please read this guide carefully, as it will explain how to use our transportation service and help us better serve you.**

This guide is also available on our website ([envidacares.org](http://envidacares.org)) under the 'Transportation' tab. We receive many requests for rides every day. We will try our best to provide the ride you want and need. We look forward to serving you.



5660 N. Academy Blvd., Colorado Springs, Colorado 80918  
719.633.4677 | 719.633.0845 (fax)  
[infomoves@envidacares.org](mailto:infomoves@envidacares.org) | 8am - 5pm | Monday - Friday

[envidacares.org](http://envidacares.org)

## riders

We primarily serve: (1) older adults; (2) people with disabilities; and (3) people of low income. However, our transportation service is also available to the general public. We also serve El Paso County and Teller County and operate 3 fixed-routes that serve unincorporated communities along Highway 24 to Calhan and Highway 94 to Ellicott and Rush.

Riders can ride with an attendant, if space is available; however, they must first be approved by the Reservationist at the time the ride is scheduled. Riders can bring:

- Up to 2 of their children
- Relative
- Friend
- Caregiver
- Service animal, as defined within ADA guidelines

## use of medical aids

We can transport passengers who use canes, crutches, walkers, wheelchairs, oxygen, catheters, dialysis grafts, or similar medical aids. Please inform the Reservationist when you schedule your ride, so that we may assign you an appropriate vehicle.

## cost of service

**Envida** transportation service is funded from federal, state, and local grants. Your donations help support the service as many grants require local matching dollars.

## donations

Although envida's transportation service is publicly funded, we encourage donations to help us continue to provide this valuable service to the community. We suggest ride donations of \$5.00 in the city and \$10 for our longer rural routes.

Donations can be sent through our website (envidacares.org) via the "Donate" tab or "Donate" button on any of our webpages or mailed to 5660 N. Academy Blvd, Colorado Springs, CO, 80918. Checks can be made out to **envida**. We appreciate your support.

## requesting a ride

**Important:** A requested ride is only a request until approved and scheduled by a Reservationist. Only then is the ride scheduled. Approximately half of our rides are reserved for riders requiring recurring rides. All other rides are on a space-available and first-come first-served basis.

We suggest rides be scheduled 24 hours in advance, but no more than 4 weeks prior to the pick-up date. **We also offer same-day ride, as available.** When you call to schedule a ride, please have the following information ready for an efficient call experience:

- First name, last name, address, email, and emergency contact number of the passenger
- The date of the requested ride and the addresses of the pick-up and drop-off locations
- The appointment time and return trip time
- The name of the medical provider (if a medical trip)

- Whether additional passengers will be accompanying the passenger
- If more than one trip is required in a day, please provide the addresses and times for each trip
- If lift assistance is needed by the rider for medical aids such as wheelchairs, scooters, or walkers

When you call to request a ride, you will be immediately notified as to whether we can provide the ride. If we are unable to provide the requested ride, a Reservationist will add your name to a wait-list. Should space become available, a Reservationist will contact you. Being flexible in your travel times will increase the likelihood that **envida** can accommodate your ride request. Please note that our busiest times of day are between the hours of 8am-10am and 1pm-3pm. **Envida** receives hundreds of calls every day, so there may be times when you will be placed on hold before speaking with a Reservationist. If you leave a voicemail, your call will be returned in the order it was received, with medical appointments having first priority.

## canceling a ride

If you need to cancel a ride, please cancel at least 24 hours before your scheduled pick-up time. Call our transportation line at (719) 633-4677 anytime to cancel a ride. If no one is available to take your call, leave your cancellation notice on the 24-hour answering machine with your name and the date and time of the ride you are canceling.

If you do not cancel your ride, you will be considered a "no show." Please avoid this. Advance cancellation notice lets **envida** provide a ride for another person. No-shows take this opportunity away from other riders.

## scheduled pick-ups

When you schedule your ride, a Reservationist will tell you when to expect your driver to arrive. Drivers may arrive within a 30-minute window and still be considered on-time, 15 minutes before or after the scheduled pick up. Therefore, you must be ready 15 minutes before your scheduled pick-up time. When a driver has to wait for a rider, it affects the schedule for the day. Out of respect for our riders, drivers will wait no more than 5 minutes from the scheduled pick-up time. If your appointment ends late, please call our Dispatchers, so that we may inform our Drivers.

If a driver arrives more than 15 minutes behind schedule, your Driver will call to let you know. As this is a shared-ride service, other passengers may be in the vehicle when you are picked up and dropped off.

## no-show/same-day cancellation policy

You will be considered a no-show when:

- You cancel your ride less than 30 minutes before your driver is scheduled to arrive
- You cannot be found at your pick-up location
- You are not ready within 5 minutes from when your driver arrives

Excessive missed trips may result in suspension of service. No-shows, same-day cancellation, or failure to cancel a scheduled ride are all considered missed trips.