

THE TRAVELER

“Linking the Community”

- ❖ We are committed to promoting access, mobility and independence.
- ❖ We serve as a transit resource for the community.
- ❖ We are committed to customer service.
- ❖ We believe all citizens are entitled to the freedom to make a choice and exercise the right to live independently within our communities.
- ❖ We are here for those at risk for social and physical isolation.

The Traveler is available to anyone who is 65 years of age or older, or has a disability. Concerns about eligibility may be forwarded to: Rich Burns, Traveler Manager at 945-9117 or 384-4989.

OVERVIEW

The Traveler provides wheelchair accessible, door-to-door, demand responsive, driver-assisted transportation to Garfield County residents who cannot use public or private transportation because it is unavailable, inaccessible, or unaffordable. This program primarily serves the elderly and people with disabilities.

IMPLEMENTATION

Our mission is to serve as a specialized transit organization. In accomplishing our mission, we emphasize safety, responsiveness, efficiency, accountability and teamwork.

OUR EXPERIENCE

The Traveler is a private, not-for-profit entity which receives advisory support through the Garfield County Council on Aging, and has served the residents of Garfield County since 1974.

GOALS

The goals of our organization are to be a catalyst in the promotion of health, social interaction and independent living for the elderly and people with disabilities by providing mobility access. This access includes trips to medical appointments and rehabilitation, visits to senior meal sites, grocery shopping, social opportunities with friends and family, paid and volunteer employment opportunities, visits to the library, courthouse and other needs.

To schedule your ride call on any week day, 24 hours prior to your appointment. Call 945-9117 in the Glenwood Springs and Carbondale area; and 625-1366 in the areas of New Castle, Silt, Rifle and Parachute/Battlement Mesa. Our hours of operation are Monday through Friday from 8:00am to 5:00pm.

When you call the Traveler, please have the following information available for your operator/dispatcher.

- NAME
- PHONE NUMBER
- YOUR ADDRESS
- DESTINATION ADDRESS
- APPOINTMENT TIME

COST (FARE)

For those over the age of 65 the suggested contribution is \$2.00 each one-way ride in town, and \$3.00 between towns in each service area. Special rates apply to Grand Junction trips. Participant contributions are important to this budget and support our ability to provide on-going service. Driver's cannot make change – but can sell tickets for your ride.

ADDITIONAL CONSIDERATIONS

- ❖ Rides are on a first come, first served basis. If you have any on-going appointments you can schedule rides in advance.
- ❖ It is important to be flexible, you may have to ride with other clients or be a little early for an appointment.
- ❖ Occasionally requests are denied because schedules are full, or requests are after regular hours of service.

CANCELLATIONS

If you need to cancel a ride, please let us know as soon as possible. Your advance cancellation notice helps our program provide a ride for another person. You may call 945-9117 or 625-1366 to leave a message anytime (voicemail is available).

If you do not cancel your ride and the driver arrives at the pre-arranged location, it will be considered a “no show.” Please call if you are unable to go.

FIVE MINUTE WAIT

The Traveler asks you to be ready at least 15 minutes prior to pickup time. If you are delayed, the driver will wait no longer than 5 minutes past your scheduled pickup time. Delays make your driver late for all other rides and can make other riders miss their appointments.

SEAT BELTS – YOUR SAFETY IS OUR CONCERN!

All riders must wear a seat belt while on board. Your driver can assist you with your buckle.

The Traveler receives support from Garfield County, Roaring Fork Transportation Authority, Carbondale, Glenwood Springs, New Castle, Silt, Rifle, Parachute, Aspen Community Foundation, Private donors and Traveler riders.



GARFIELD COUNTY SENIOR PROGRAMS

Garfield County
Department of Human Services
195 West 14th Street
Rifle, Colorado 81650

Judy Martin, Program Manager
970-945-9191 extension 3061

Colorado Relay – Enables an individual who is deaf or hearing-impaired to communicate by telephone if the person helshes is calling does not have a TTY-TDD system. Available at any phone: 1-800-659-3656.



THE TRAVELER

Roaring Fork Transportation Authority
2307 Wulfsohn Road
Glenwood Springs, Colorado 81601

THE TRAVELLER

“Linking the Community”