

GATS VAN SERVICE

HOURS OF OPERATION:
Monday through Friday
8:00 A. M. TO 4:00 P. M.

FARES/DONATIONS:

Eligible (Age 60+):
\$1 Voluntary donation
for each one-way trip

Non-Eligible (under 60) and
General Public:

\$1 for each one-way trip

The van does not operate on:

New Year's Day,
Martin Luther King Day,
President's Day, Memorial Day,
Santa Fe Trail Day, July 4th, Labor
Day, Columbus Day,
Veteran's Day,
Thanksgiving Day,
Day after Thanksgiving,
Christmas Eve (1/2 afternoon), or
Christmas Day

Phone: 469-0836

COMPLAINT PROCESS

**Must be filed within 5 days of
occurrence**

The Complaint Form is in your
new rider welcome packet or
you may request one from the
GATS Program Director at 456-
2223 and return it completed to
the main office at 725 Bent
Ave, Las Animas, CO 81054;
you will get a response in 5
working days.

If your complaint is not
resolved by the GATS Program
Director, you may mail the
completed form to the Bent
County Commissioners and
you will receive a response in
7 working days.

If your complaint is not
resolved, you may file a
complaint with LAVAAA, P.O.
Box 494, La Junta, CO 81050.
(719) 383-3166 or
(800) 438-3752

Complaint still not resolved,
you may file a complaint
appeal with Colorado
Department of Human Services,
State Unit on Aging, 1575
Sherman Street, 10th Floor,
Denver, CO 80203.
(888) 866-4243

Questions on the complaint
process phone
GATS Program Director:
(719) 456—2223

BENT COUNTY GOLDEN AGE TRANSPORTATION SERVICE (GATS)



*Convenient
Economical
Accessible
Friendly Service*

*Offering transportation for
medical appointments,
prescription pickups, banking,
grocery shopping, recreational
and social activities, meal sites
and work within Bent County*

(719) 469 - 0836
Please call 24 hours in advance

Golden Age Transportation Service

THE IMPORTANCE OF MOBILITY

Golden Age Transportation Service (GATS) offers transportation services for those that are unable to drive due to lack of transportation, illness, physical limits, or simply for convenience within Bent County.

The goal of the service is to provide a service for those individuals that may otherwise be shut in and unable to find a means of transportation through family or friends.

This service allows clients the opportunity to remain self sufficient and independent in their own homes for an extended amount of time..

GATS is available to all Bent County residents. Eligible residents (age 60 or older) may contribute a suggested donation of \$1.00 for each one-way trip. GATS protects the privacy of the consumer's decision to contribute or not contribute toward the cost of services provided. Contributions are voluntary and anonymous and a consumer's decision to contribute or not contribute will not affect service provision.

Residents under the age of 60 may ride for a nominal \$1.00 fee for each one-way trip.

WE ARE HERE TO HELP YOU!

Please ask the driver for assistance with boarding, exiting, or other as needed.

GENERAL INFORMATION:

GATS operates one 12-passenger bus and has an electric lift to accommodate two wheelchair riders. The service is available to all residents of Bent County. Rides are available on a demand-response basis. If possible, all ride reservations should be made 24 hours in advance, however, same day requests will be considered as space and time allow. Special group services can be arranged.

Call (719) 456-2223

Trip purposes:

Medical Appointments
Prescription pick up
Banking
Grocery shopping
Recreational
Employment
Meal sites
Shopping
Social Activities

TO HELP US SERVE YOU BETTER:

Please call (719) **469-0836** first.

Be ready for your ride early.

No alcohol allowed on van.

No smoking allowed on van.

No pets allowed on van.

Use seat belts for your own safety.

Please ask driver if you have any questions.

How to use GATS:

1. Choose your destination in Bent County
2. Call (719) **469-0836**
3. Provide information to the driver
4. Schedule your trip with the driver
5. Driver will pick you up at the scheduled time
6. Driver will drop you off at your destination

In accordance with the provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, Golden Age Transportation Service does not discriminate on the basis of disability, race, color, national origin, or gender. For more information about these statutes, or to file a complaint, contact Golden Age Transportation Service's designated Disability Rights and Title VI Coordinator, Bent County Courthouse, Las Animas, CO, phone (719) 456-2223..



Call Us For A Ride:
(719) 469-0836