

Paratransit Guide



Welcome to RTC ADA Paratransit Services

Americans with Disabilities Act of 1990 (ADA) Paratransit Services is a shared-ride, public transportation service for people with disabilities, as required by federal law, who are functionally unable to independently use the RTC fixed route services.

The RTC strives to provide safe and reliable service for all members of the community, and is committed to providing commuters with the most up-to-date information available.

You will find within this guide information you will need to use the RTC ADA Paratransit Services.

Please review this information carefully. If you have any questions, please feel free to call Customer Service at (702) 228-4800 or for the hearing impaired (702) 676-1834 (TDD).



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Hours of Operation and Service Area

RTC ADA Paratransit Services operates 24 hours a day, 365 days per year.

The system operates within the urbanized area of Clark County as required under the ADA. Areas that are not serviced by RTC fixed route services may not have service through RTC ADA Paratransit Services.

A supplemental service zone exists outside of the service area required by the ADA. The supplemental service area is determined by the current RTC fixed route bus system. Special fares and reservation policies apply to travel within, into or out of this area. You were informed as to whether you live in the supplemental service area when your eligibility was determined.

Nellis Air Force Base permits drop off and pick up at designated areas only. Please ask the Customer Service Representative when you are scheduling your reservation where you may be dropped off at the base. Customers must have a valid military identification card in their possession.

Call Before You Move

The RTC's goal is to provide the best customer service possible. As a suggestion to help serve its riders, the RTC would like to remind customers to call RTC before changing residences to verify that public transportation is available where they are moving. This preventative step is similar in concept to the Public Utility agencies wanting people to call before they dig. The RTC understands that transportation and mobility are critical to our special services clients, and that it is just as important to others on our fixed route service. Don't leave yourself without a ride. One call is all it takes to RTC Customer Service at 228-4800.

Fares

RTC ADA Paratransit Services fare is broken down into various categories. The following outlines the rate schedule for a one-way trip.

RTC ADA Paratransit Fares Effective January 10, 2010

Amount	Type
\$2.75	Base cash (one-way)
\$3	Peak period (6 a.m. - 9 a.m. & 1 p.m. - 4 p.m.) Mon. - Fri.
\$6.00	Strip zone
\$4.00*	Supplemental fare zone
\$80	Unlimited RTC ADA Paratransit monthly pass (expires at end of calendar month)
\$150	Supplemental zone pass (expires at end of calendar month)
\$.50*	Shopping carts (one-way)
Free	Personal care attendant
\$5.50	Pre-paid punch card (10 fifty-cent and two (2) twenty-five denomination spots) No expiration date
\$16.50	Pre-paid punch card (30 fifty-cent and six (6) twenty-five denomination spots) No expiration date

NOTE: Passengers are responsible for paying their fare at the time of boarding. **Failure to do so may result in the customer not being transported.**

Companions are charged at the same fare amount as the ADA passenger.

Please have the exact fare ready. Drivers do not make change, or accept checks or credit cards.

* Plus fare

Paperless Fare

Paper passes are no longer issued to clients when they purchase a monthly pass. The RTC will make a notation in the client's file that a monthly pass was purchased, and all drivers will be notified that the client is eligible to ride for that paid month. If omissions occur, please pay the fare and then immediately contact Customer Service at 228-4800. Please note that the fare will be updated to the client file the day after the purchase is processed. No payment will be required for each ride scheduled during this month. Please remember that it will take at least one day for the clients file to be updated after processing the purchase. Please allow 5-7 days for all mail and internet sales, and one day for purchases made at one of the transit terminals or administrative building.

A Paratransit monthly pass and pre-pay card can be purchased on the Internet at:

rtcsnv.com

or by mailing a check or money order to:

RTC ADA Paratransit Services
600 S. Grand Central Pkwy., Ste. 350
Las Vegas, NV 89106

If you have any questions regarding fare sales, please call Customer Service at (702) 228-4800.

Sorry, we cannot accept out-of-state checks or third-party checks. Checks must be pre-printed with the rider's name, phone number and I.D. number.

Fares must be paid at the time of boarding a vehicle.

Reservations

Reservations can be made seven days a week between the hours of 7 a.m. and 6 p.m., by calling Customer Service at (702) 228-4800 or (702) 676-1834 (TDD) for hearing impaired. Reservations may be made from one day to three days in advance of the day of travel. Please note - there are special reservation policies for travel, including travel within the supplemental service zone and for non-ADA eligible customers.

Please Have the Following Available:

- ▶ Your name
- ▶ The day and date of your trip
- ▶ The exact street address, building or facility name, including the apartment, building, or suite numbers, for both pick-up and drop-off locations, and if you have it, a phone number for your destination and gate code

- ▶ The type of mobility aide(s) you will be using*
- ▶ The number of people traveling - will you be taking a companion or Personal Care Attendant?
- ▶ The time you wish to be picked up, or in the case of a work, school or medical appointment, the time you need to be at your destination

** Passengers cannot travel using a mobility device unless it has been approved and your file is updated*

Please note:

- ▶ Trips may originate from any location within the ADA Paratransit service area. Rides may be one-way, round trip or multiple rides.
- ▶ Once a ride has been scheduled, additional people cannot be added.
- ▶ No changes can be made to any trips on the day of your scheduled ride.

The RTC's Customer Service Representatives will do their best to accommodate the times you desire; however, alternate times may be offered. The RTC may negotiate the times of your trip by one hour. For example, if you would like to be picked up at 10 a.m. and that time is not available, we may offer you a trip as early as 9 a.m. or as late as 11 a.m.

The interval between pick-up times on the same day is recommended to be at least two hours. For example, if your scheduled pick-up time is 10 a.m., it is recommended that you do not schedule your next ride until 12 p.m. This will help to ensure you have arrived at your first destination with enough time to travel on your second or return ride.

Subscription Service

Subscription service is available for trips that are considered as being consistent and repetitive where continuation will extend over a period of at least 90 days. Once subscription service goes into effect, there is no need for additional reservation calls.

There are three categories of subscription requests, each with different criteria:

- 1** Weekly trips - will occur at least three (3) times over a seven day period
- 2** Weekday trips - will occur at least two (2) times, Monday through Friday
- 3** Weekend trips - will occur at least one (1) time on Saturday and/or Sunday

To be considered for subscription service, a person must demonstrate a pattern of no excessive cancellations or no-shows. Requests may be made by contacting a RTC Customer Service Representative.

The RTC offers subscription services as an optional component of service. Subscription services are allowed under the Americans with Disabilities Act (ADA) of 1990 but not mandated. Your request may be placed on a waiting list. When a space becomes available, the individual will be notified. Requests are maintained for four months, after which, you may re-apply.

Arrivals & Late Arrivals

Passengers should be ready to depart when the vehicle arrives. The drivers are instructed to wait no longer than five minutes after the scheduled time. If your vehicle has not arrived within the 25 minute late window, you may then elect to cancel/decline the ride with no cancellation points penalty. Please remember to call and cancel the late ride and/or any return rides you may have scheduled. Vehicles arriving within five minutes before or 25 minutes after the scheduled pick-up time are considered within the window for service. While the RTC strives to provide on-time service, many factors may result in a delayed pick-up. If your vehicle has not arrived within the window for service, please call the Inquiry Office, open 24 hours a day, seven days a week at (702) 228-4800 and press 3 at the voice prompt or (702) 676-1834 (TDD). Please refer to page 13 for the points policy.

Gated Communities

If a pick-up location is within a gated community, it is the customer's responsibility to arrange entry for the vehicle. When you schedule a trip, please confirm the gate code. Any changes should be reported to RTC ADA Paratransit Services at (702) 228-4800 or (702) 676-1834 (TDD). If a vehicle is unable to enter the pick-up area or the customer fails to meet the vehicle outside of the community, the customer's trip will be designated as a NO SHOW. Please note that some gated communities may have designated pick-up/drop-off location(s). Please check with customer service when you are scheduling a ride.

RTC Paratransit Same-Day-Service

A new pilot program offering same-day-service requests will become available to RTC Paratransit riders in January 2010. This pilot program will offer ADA certified riders an option for non-emergency, unplanned medical needs and is made possible through Federal "New Freedom" funds. Using the same-day-service request program, RTC Paratransit riders can schedule non-life threatening medical trips only. Trips can be for any medical reason, for example, pharmacy, therapy, etc. The same-day-service is provided to ADA certified riders within the ADA service area. There is no additional charge for a same-day-service ride; the fare is the same as ADA Paratransit service. Same-day-service ride hours are Monday through Friday, 8 a.m. to midnight. No weekends or holidays. To schedule a same-day-service request, call 228-4800 and select "Same-Day-Service Request" to schedule your ride. Reservations can be made Monday through Friday from 7 a.m. to 8 p.m.

Contacting Customer Service

RTC uses an automated phone system to assist in efficiently routing customers' calls. The service is available 24 hours a day, 7 days a week.

When you call **228-4800**, you will hear the following prompts.

Interactive Voice Response (IVR) (702) 228-4800

- 1 Confirm or cancel a ride
- 2 Schedule a ride
- 3 Inquire on a current ride or schedule a same day medical trip
- 4 Certification or eligibility
- 5 Verify customer information
- 6 General information
- 7 System Comments
- 0 Speak to a representative
- * Repeat menu choices

Customers can confirm or cancel their rides for the next three days without having to speak to a customer service representative. Please contact Customer Service for your access code required to use the automated system.

Ride Check

Paratransit users now have the ability to check the status or cancel a previously scheduled Paratransit ride. Log onto the RTC's Web site, **rtcsnv.com** for step-by-step instructions. Or you can call our Paratransit Customer Service office at (702) 228-4800.

Shared Rides

RTC ADA Paratransit Services is a public transportation service. Whenever possible, the RTC will schedule rides with multiple passengers. This means you will be sharing rides with other persons with disabilities. Please be a courteous rider. Riders who require medication or oxygen at regular intervals should be advised that their travel time could be approximately 90 minutes depending on the distance traveled.

Destinations

A destination may not be changed after 6 p.m. the day before your trip is scheduled. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled and cancelled separately.

Vehicles

RTC ADA Paratransit Services may contract with other providers for transportation service. The Customer Service Representative is unable to tell you what type of vehicle will be used for your trip.

All vehicles used through this service are required to display a RTC sign on their vehicle. If you do not see the sign, ask the operator to show it to you.

Cancellations & No Shows

To cancel a scheduled trip, call Paratransit Reservations at (702) 228-4800 or (702) 676-1834 (TDD). Trips must be canceled no later than 6 p.m. the day prior to the scheduled pick-up to ensure no points are assessed. This call can be made 24 hours a day using the IVR phone system.



The following point system is used to determine penalties for recurring **NO SHOWS**.

RTC NO SHOW Categories

Limited Notice - any ride canceled between the hours of 6 p.m. and 7 p.m. the day prior to the scheduled pick-up. **ONE**

Early Notice - any ride canceled after 7 p.m. the day prior to the scheduled pick-up until four hours prior to the pick-up time. **TWO**

Late Notice - any ride canceled from within four hours to 30 minutes prior to the beginning of the pick-up window [five minutes before the pick-up time]. **THREE**

Notice at Door - any ride canceled by notice from the customer to the driver within the 30 minute pick-up window [five minutes before to 25 minutes after the pick-up time]. **FIVE**

No Notice - any ride canceled by telephone from 30 minutes prior to the beginning of the pick-up window [five minutes before the pick-up time]. **FIVE**

No Show - any ride for which an authorized paratransit service vehicle arrives at the designated pick-up location, waits the prescribed five minute period from the scheduled time, and the passenger is not present to board the vehicle. **FIVE**

In the event you are a NO SHOW for a ride, the return ride or any additional ride(s) scheduled for that day will not be automatically canceled. Please call (702) 228-4800 or (702) 676-1834 (TDD) and select option 1 to cancel any return/additional rides you had scheduled that will no longer be needed.



The NO SHOW category points will accumulate and are used to determine suspension of service. Riders are notified by mail when they cause a NO SHOW that qualifies for points being assessed. Suspension of service may result from points accumulated as follows:

No Show Point Value	Within Period of	Suspension Period
18	30 Days	15 Days
36	60 Days	30 Days
54	120 Days	90 Days
90	180 Days	6 Months

Right of Appeal

Anyone affected by this policy is entitled to request an appeal.

The RTC complies with the Americans with Disabilities Act of 1990, available for review at fta.dot.gov.

Contact the RTC comment team at (702) 228-4800, option 7 if you need further assistance. The comment team is available 7 a.m. to 6 p.m., seven (7) days a week.

Rider Rules

The RTC's goal is to provide a safe, comfortable commute for individuals traveling on RTC vehicles. To assure a pleasant commute for all, please observe the following rules:

- Seatbelts are required by passengers on vehicles.
- No eating is allowed on the vehicle, and drinks must be in spill-proof covered containers.
- Smoking is prohibited on the vehicle.
- Proper attire, including shirts and shoes or appropriate foot coverings, is required on the vehicle.
- Personal musical devices are allowed with head phones as long as the sound is not audible to others.
- Please do not distract the driver while the vehicle is in motion.
- Medication(s) and other personal belongings are the responsibility of the rider to plan for when riding paratransit.

Wheelchairs & Mobility Devices

All vehicles used for service in the RTC system are 100 percent ADA accessible.

Vehicle operators will assist customers in boarding and deboarding the Paratransit vehicle as needed.

All mobility devices such as wheelchairs, scooters and three-wheel carts must be secured in the vehicle and conform to the ADA definition of a "common wheelchair." A "common wheelchair" is such device that does not exceed 30 inches in width and 48 inches in length, measured two inches above the ground, and does not weigh more than 600 pounds when occupied. The RTC offers mobility device users a free and voluntary program designed to identify securement locations to assist drivers in quickly and safely securing the equipment on the bus. Please contact 676-1815 or TDD 676-1834 for more information and reference the S.A.F.E. program.



If your condition changes in a manner that requires you to use an assistive mobility device or change the type of mobility device used during your initial functional assessment, it must be reported to the RTC Certification Office at (702) 228-4800 or 676-1815 within 15 days. Due to this change in your condition, you may be required to undergo an additional functional assessment to determine what effect this change may have on your functional ability. Your current eligibility status may be altered as a result of your new functional assessment.

Service Animals

- ▶ Service animals are welcome and ride free-of-charge.
- ▶ A disruptive service animal will be treated according to the Illegal and Disruptive Behavior Policy. (pg. 19)
- ▶ Service animals must sit on the floor or on the passenger's lap. They may not occupy a passenger seat. All other animals must be in a secure cage in order to board the Paratransit vehicle.

Children

- ▶ Children under six years old must be accompanied by a responsible party.
- ▶ Children under six years old or who weigh less than 60 pounds must be secured in an approved child safety seat provided by the customer.
- ▶ Strollers must be collapsed to fit between the seat and the customer. Non-collapsible strollers are prohibited.
- ▶ For safety reasons, children capable of sitting on their own must sit in a seat and not on an adult's lap.

Personal Care Attendants & Companions

A Personal Care Attendant (PCA) may ride free-of-charge when accompanying an individual certified by the RTC Certification Office as requiring a PCA. The need for a PCA will be determined during your evaluation appointment. One companion may also accompany an eligible rider. A companion will be charged the same fare as the eligible rider. Let the Customer Service Representative know at the time the reservation is made if you will be traveling with a companion, a PCA or both.

Unattended Passenger Policy

Customers determined as unable to be left unattended (based on age, cognitive limitations or special request of the responsible party) may schedule rides and ride unattended; however, arrangements must be made to have a responsible party meet the Paratransit vehicle at each location.

The "unattended passenger" form must be completed and on file. Please contact the RTC Certification Office at 228-4800 or 676-1815 if this service is required.

The driver will only wait five minutes for the responsible party to meet the Paratransit vehicle. If no one arrives, the driver will notify the RTC and continue on his/her route. The RTC will attempt to reach the designated emergency contact person. If the customer is not met by the end of the route, he/she will be returned to the bus yard. The responsible party will be required to pick up the customer at the bus yard and must show proper identification. The customer will not be left unattended, and the police will be notified to assist in locating a responsible party.

Failure to have a responsible party meet the vehicle is a violation of RTC's Disruptive Behavior Policy, and customers are subjected to suspension and/or a fine may be assessed for expenses incurred by the RTC for violation of this policy.



Carry-on Bag Policy

Customers are permitted to carry on only the number of bags that they are able to manage independently without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle. The carry-on items must fit within a certain space either on your lap or in front of your area. If a customer brings more than he/she is able to manage independently, it will be the customer's choice on whether to board with a manageable amount of items and find alternative transportation to carry the remaining packages, or decline the trip.

Shopping Cart Policy

Shopping carts or any type of equipment used to assist with transporting packages, groceries, clothing or other items are allowed on a limited basis. When space is limited, priority must be given to RTC ADA Paratransit wheelchair passengers. Carts can be no larger than 28.5" high by 12" deep by 15.5" wide. The customer must bring a securement device (for example a bungee cord) to secure his/her cart. It will cost an additional \$.50 cents for each ride with a cart. Rides with carts are on a standby basis and will be notified between 6 p.m. and 8 p.m. on the evening prior to service if space is available for the cart trip. The trip must be reserved and approved with the cart, or the driver will be unable to transport the customer with his/her shopping cart.

If your cart is declined due to space availability you may cancel the ride with no cancellation penalty.

Illegal & Disruptive Behavior Policy

The RTC established an Illegal and Disruptive Behavior Policy to address the safety and well-being of customers, passengers, and staff of the RTC and its contractors. The policy defines categories of illegal and disruptive behavior and the consequences for such behavior. It's in effect in and around vehicles and facilities owned and/or operated by or on behalf of the RTC, including all RTC fixed route service, the Metropolitan Area Express (MAX) service, the Deuce service, ACE, ACEXpress, RTC ADA Paratransit Services, CAT STAR specialized service, Silver STAR senior transportation service, FDR, and other services.

The RTC recognizes that an individual's disability or medical condition may cause a passenger to unknowingly and/or unintentionally violate the Illegal and Disruptive Behavior Policy. For this reason, the RTC looks at each violation individually.



Driver Services

Drivers will assist passengers who are unable to maneuver themselves from their door or designated pick-up location to the vehicle, provided it is safe for them to do so.

Drivers are Allowed to:

- ▶ Maneuver your manual wheelchair if you need assistance from outside your door to the vehicle
 - ▶ Lend a steady arm if you need assistance
 - ▶ Provide directions or act as a sighted guide to/from vehicle if you are visually impaired. If you feel you need this type of assistance, please notify the driver.
-

Drivers are Not Allowed/Required to:

- ▶ Operate or push your electric mobility device (for example, electric wheelchair or scooter)
 - ▶ Operate or push your equipment or shopping cart up or down stairs or steep inclines
 - ▶ Cross residential thresholds
 - ▶ Lift or carry riders
 - ▶ Carry packages or other items
-

Drivers are trained not to perform these activities. Please do not make these requests of your driver.

Please Keep your information current and notify the RTC of any change of address, phone number, emergency contact information, etc.



Door-to-Door

RTC ADA Paratransit Services provides “door-to-door” service. The driver will come to your door to let you know the bus has arrived. Please attempt to keep an eye out for the vehicle. However, there will be some locations and/or situations where the driver cannot leave the vehicle. When picking-up or dropping off on private property, there are often designated areas where a driver is permitted to stop. In order for us to serve you, it is necessary for you to wait for the vehicle at the marked stop.

Questions & Comments

We want to hear from you. Please contact Customer Service at (702) 228-4800 option 7 or (702) 676-1834 (TDD) to ask a question or leave us your comments, complaints, suggestions or recommendations. Or if you prefer, you can write to:

***RTC Paratransit Services,
600 S. Grand Central Pkwy., Ste. 350
Las Vegas, NV 89106
Attn: Customer Service or
e-mail us through our Web site at
rtcsnv.com.***

When making a comment, please try to provide as much detail as possible so we can properly address your concern. For example, if you’re reporting a situation involving a Paratransit vehicle, the exact date is necessary.

Important Numbers

RTC ADA Paratransit Customer Service

Scheduling

(702) 228-4800 option 2 or
TDD (702) 676-1834
7 Days a week 7 a.m. to 6 p.m.

Same Day Reservations

(702) 228-4800 option 3 or
TDD (702) 676-1834
Mon. – Fri. 7 a.m. to 8 p.m.

Inquiry/Same Day Cancellations

(702) 228-4800 option 3 or
TDD (702) 676-1834
7 Days a week 24 hours a day

Certification Office/Lost I.D. Cards

(702) 228-4800, option 4 676-1815 or
TDD (702) 676-1834
Mon. – Fri. 8 a.m. – 4:30 p.m.

Comments

(702) 228-4800 option 7 or
TDD (702) 676-1834
7 Days a week 7 a.m. to 6 p.m.

RTC Administrative Offices

(702) 676-1500 or TDD (702) 676-1834
Mon. – Thurs. 7 a.m. to 6 p.m.

RTC Fixed Route Customer Service

(702)228-7433 or
TDD 676-1834
7 Days a week 7 a.m. to 7 p.m.
Holidays 7 a.m. to 6 p.m.
Closed Christmas and Thanksgiving

Regional Transportation Commission
600 S. Grand Central Pkwy., Ste. 350
Las Vegas, NV 89106
(702) 228-4800
rtcshv.com

