

ACCESS

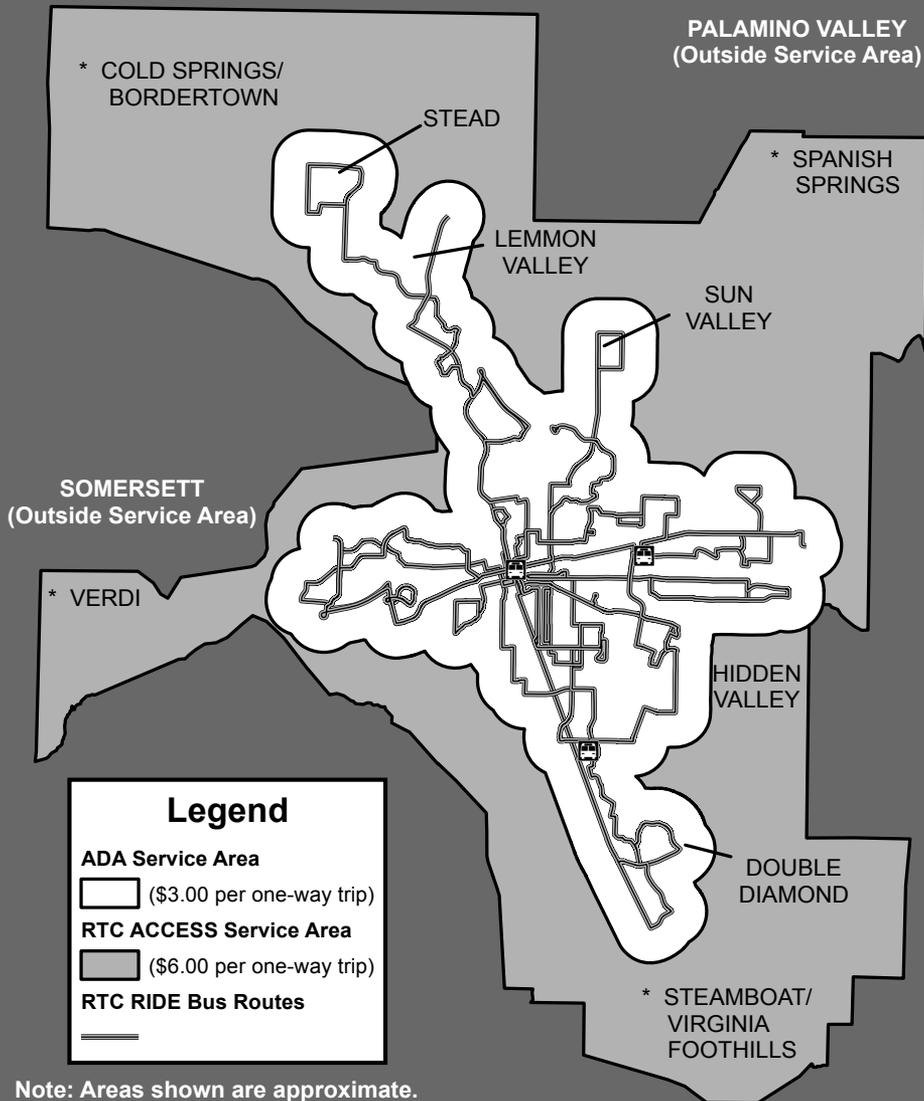


Rider's Guide

RTC ACCESS is the ADA Transportation Service for the Reno/Sparks Area

Effective June, 2011

RTC ACCESS SERVICE AREA EFFECTIVE AUGUST 2009



RTC ACCESS Tickets

RTC ACCESS tickets are used to pay RTC ACCESS fares and sold in books of 10. Will-Call service requires double fare. Tickets may be purchased at over 25 outlets, listed in the enclosed RTC ACCESS Ticket Outlets brochure, by mail or from rtcwashoe.com. Anyone may purchase RTC ACCESS tickets. To ride you must have a valid RTC ACCESS ID. **Drivers do not sell tickets or accept cash or tips.**

RTC ACCESS One-Way Fares

Paid by ticket only (Effective August 30, 2009)

ADA Base fare:	1 ticket	\$3.00
ADA Will-Call fare:	2 tickets	\$6.00
ADA Companion fare:	1 ticket	\$3.00
Authorized attendants:		Free
Non-ADA area fare:	2 tickets	\$6.00
Non-ADA Will-Call fare:	4 tickets	\$12.00
Ticket Book:	10 tickets	\$30.00
Children Under Age 6:		FREE

Fare Free Zone

RTC does not charge a fare for the RTC SIERRA SPIRIT bus service in downtown Reno. Therefore, under ADA regulations, RTC ACCESS trips that begin and end within 3/4 mile of the RTC SIERRA SPIRIT route are fare free. RTC ACCESS reservations will inform riders whether their trips are fare free at the time the rides are scheduled.

WELCOME ABOARD RTC ACCESS

This booklet will introduce you to RTC ACCESS transportation and provide the basic information you need for an enjoyable ride.

RTC ACCESS provides transportation for people whose disabilities prevent them from using the RTC RIDE transit system independently some or all of the time. RTC ACCESS is door-to-door, prescheduled transportation which operates in the Reno/Sparks area 24 hours a day, every day.

Please note: if you use a wheelchair, scooter or other mobility device that is larger than 48” long x 30” wide and/or weighs more than 600 pounds when occupied, RTC ACCESS may not be able to transport you in that mobility device.

RTC ACCESS is a service of the Regional Transportation Commission (RTC) and has been operating since 1988. Our goal is to offer you safe, convenient, and reliable transportation.

If you have questions after reading this booklet, please phone RTC ACCESS Customer Service at 348-0477. The area code for all numbers is 775. For Hearing or Speech Assistance, contact **Relay Nevada at 1-800-326-6868 (TTY, VCO9 or HCO).**

This booklet is available at rtcwashoe.com and may be requested in Braille, large print, audio cassette and CD. Please keep this book for future reference.

The RTC ACCESS Rider's Guide is divided into three sections for your convenience.

SECTION 1 provides information on eligibility for RTC ACCESS service.

SECTION 2 deals with using the system and what you need to know to have a pleasant trip.

SECTION 3 is a list of important RTC ACCESS policies and procedures.



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SECTION 1

QUALIFYING AND ELIGIBILITY

Criteria for Qualifying

All applicants for RTC ACCESS eligibility must meet the federal requirements for Americans with Disabilities Act (ADA) paratransit eligibility. Eligible individuals must have one or more of the following:

- Disabilities which prevent them from independently getting to/from a bus stop or through major transfer points.
- Disabilities which prevent them from independently boarding, riding, and exiting a RTC RIDE bus.
- Disabilities which prevent them from independently recognizing the correct bus stops and key landmarks.



Eligibility Evaluation

All new and renewing applicants for eligibility are to complete an application, have in-person evaluations and may be required to provide a medical professional's verification of disability. The eligibility evaluations may include a functional assessment for physical abilities or cognitive abilities as related to using the RTC RIDE transit system independently.

Eligibility is for up to 3 years and may be unconditional or limited to certain conditions such as when carrying packages. Conditional eligibility includes "feeder service" or paratransit to connect to RTC RIDE transit buses. Feeder service rides are free and can be requested by all clients.

If your eligibility is approved, your RTC ACCESS ID will be mailed to you. This card must be shown to the driver each time you ride. Allow up to 21 days from your evaluation for the eligibility process. If your eligibility is limited or denied, you may appeal the decision.

If you are approved to ride RTC ACCESS, it is your responsibility to notify both RTC ACCESS reservations and customer service of address or other changes in personal information.

Applications for RTC ACCESS ADA Paratransit Eligibility are available from:

**RTC ACCESS Customer Service
Regional Transportation Commission**

600 Sutro Street
Reno, NV 89512
Phone: 348-0477

You may also print the application from the RTC ACCESS website at rtcwashoe.com.

The application packet includes a description of the eligibility application process and an Application for RTC ACCESS ADA Paratransit Eligibility.

***Eligibility of Visitors to the
Reno/Sparks Area***

Visitors who are ADA paratransit eligible in other paratransit systems will be considered eligible for up to 21 days of riding RTC ACCESS in a year. After that time, riders must have a RTC ACCESS ID. For more information, call Customer Service at 348-0477.

SECTION 2

USING THE RTC ACCESS SYSTEM

Standards of Service

- Door-to-door service.
- Clean, well-maintained vehicles.
- Safe, courteous, and punctual transportation.
- Well-trained professional drivers.
- Drivers will assist you between the RTC ACCESS van or the taxi and the outside door of your trip origin or destination. (Drivers are not allowed past the threshold of a residence or beyond the lobby.)
- Drivers will help carry as many packages between the vehicle and your door as they can safely take in 2 trips while escorting you. No furniture or bulk items will be transported.
- Prompt, thoughtful responses to your questions and concerns.

Service Area

RTC ACCESS serves a 250 square mile area that includes the Reno-Sparks area of Washoe County (light gray on service area map, on front inside cover). Within that is an area of approximately 100 square miles known as the ADA service area that is within $\frac{3}{4}$ mile of the RTC RIDE bus routes (white area on map, on front inside cover).

Under the federal ADA paratransit regulations, RTC ACCESS is required to serve all ride requests for trips that begin and end within the ADA service area and are received 1 to 3 days in advance. **In order to comply with this federal requirement, the 250 square mile service area has been divided into ADA and non-ADA zones. Trips in the ADA (white) zone have priority; trips in the non-ADA zone are more difficult to obtain and are charged double fare. Trips outside the ADA zone cost twice as much to provide, therefore, the fare is higher.**

RTC ACCESS is mostly funded by the Washoe County sales tax and, due to funding shortages, service to the non-ADA zone has been significantly reduced.

The RTC regrets having to do this, but all other measures tried over the years have not been enough. If you have questions, call the RTC Paratransit Administrator at 335-1906.

Schedule Your Trip

Call 348-5438 to schedule your trip. Any number of trips may be requested from 1 to 3 days in advance. Trips are only scheduled through 348-5438 reservations. Drivers cannot reserve, cancel or modify trips for you. If you have a medical emergency call 911. Do not call RTC ACCESS.

Reservation Hours:

- Monday-Friday: 6:00 AM to 6:00 PM
- Weekends and Holidays: 9:00 AM to 6:00 PM

Scheduling Tips:

- **Please be flexible** (We may be able to take you earlier or later than the time you first request.)
- **Allow enough time** (The driver will probably pick-up/drop off other passengers.)
- **Always give your appointment time.**
- **Your ride may be equal to the time the trip would take on a RTC RIDE bus plus 20 minutes.** Trips to, from, or within outlying areas may be longer.
- **If you call early** to schedule and no trip is available, call again. (You may be able to schedule 1 or 2 days prior to your trip since space often becomes available.)

- **To be at a destination** at a specific time, schedule your arrival for at least 15 to 30 minutes before your appointment.
- **RTC ACCESS has designated pick-up locations** at large facilities and shopping malls. Always confirm these numbered locations with the reservationist.
- **Traffic, road construction, and bad weather** will increase travel time.
- **Book your return trip** at the same time you book your trip out.
- **Schedule return trips** with extra time for possible delays.
- **Have the reservationist** repeat the information to you.
- **Always get your trip confirmation number(s)**. There will be one for each time you board the vehicle.
- **Ask** whether a van or a Reno-Sparks Cab will pick you up.
- **Combine errands** in order to take the fewest trips and make the best use of your time and money.
- **Reserve** only trips you intend to take as there is a penalty for “no-shows”.

- **Call the Cancel Line 348-0444** at least one hour in advance if you won't be taking your reserved trip. The earlier you call, the better.

Have the following ready when you call:

- **Your name, your RTC ACCESS ID number and the number of people traveling.**
- **The day and date** you wish to travel.
- **The time of your trip** including arrival time; **IF YOU ARE GOING TO AN APPOINTMENT GIVE THE APPOINTMENT TIME.**
- **The pick-up street address**, apartment number and city.
- **The address of your destination.**
- **Your phone number.**
- **Tell us about any special needs.** (Are you visually impaired, use a walker, wheelchair or service animal.)

Interactive Voice Response (IVR) System

You may receive an automated call from RTC ACCESS one day before your trip to confirm pickup times. The automated operator (IVR) will give you the option to cancel your trip by using your touch-keypad, or leave a message on the cancel line, or speak to a live agent to assist you.

Taking Your RTC ACCESS Trip

- RTC ACCESS has a 30 minute pick-up window. For example, if your pick-up time is 10:00 a.m., RTC ACCESS will pick you up between 9:45 a.m. and 10:15 a.m. RTC ACCESS is on time if they arrive within that window. Please be ready.
- Drivers can only wait 5 minutes.
- Look for the RTC ACCESS or Reno-Sparks Cab driver. (RTC ACCESS drivers all carry RTC ACCESS photo ID cards, wear shirts with the RTC ACCESS logo, blue slacks and jackets. RTC ACCESS vehicles are teal, blue and white with the RTC ACCESS logo.)

If Reno-Sparks Cab picks you up, let the driver know immediately that it is a RTC ACCESS trip.

- If RTC ACCESS arrives before the “pick-up window” you can either travel or tell the operator to return at the scheduled time.
- For pick-ups at large buildings, wait at the entrance that you and the RTC ACCESS reservationist have agreed upon. If you go to a different entrance, the driver may not find you.

RTC ACCESS Special Services

Subscription Service

Subscription service (a “standing ride”) is provided on a regular basis to or from the same location at the same time, one or more times a week. One reservation covers all rides. Subscription service has limited availability and is only for trips that begin and end within the ADA area.

Subscription service does not operate on major holidays. If you have a subscription ride that falls on a holiday and you wish to travel, schedule it separately with RTC ACCESS reservations.

No subscription service on these holidays:

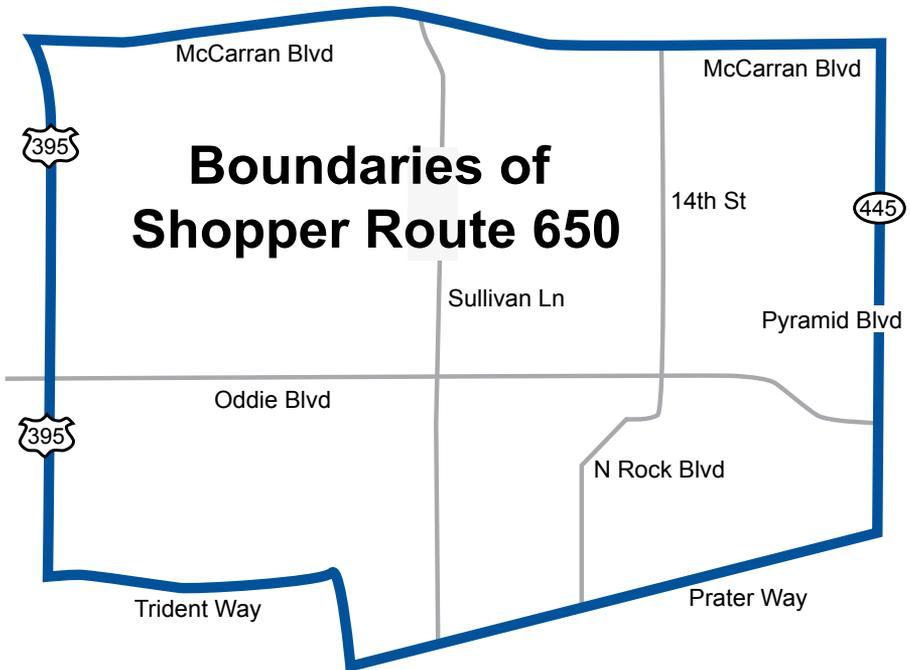
- New Year’s Day
- Martin Luther King Jr. Day
- Presidents’ Day
- Memorial Day
- Independence Day
- Labor Day
- Nevada Day
- Veterans Day
- Thanksgiving Day
- Family Day
- Christmas Day

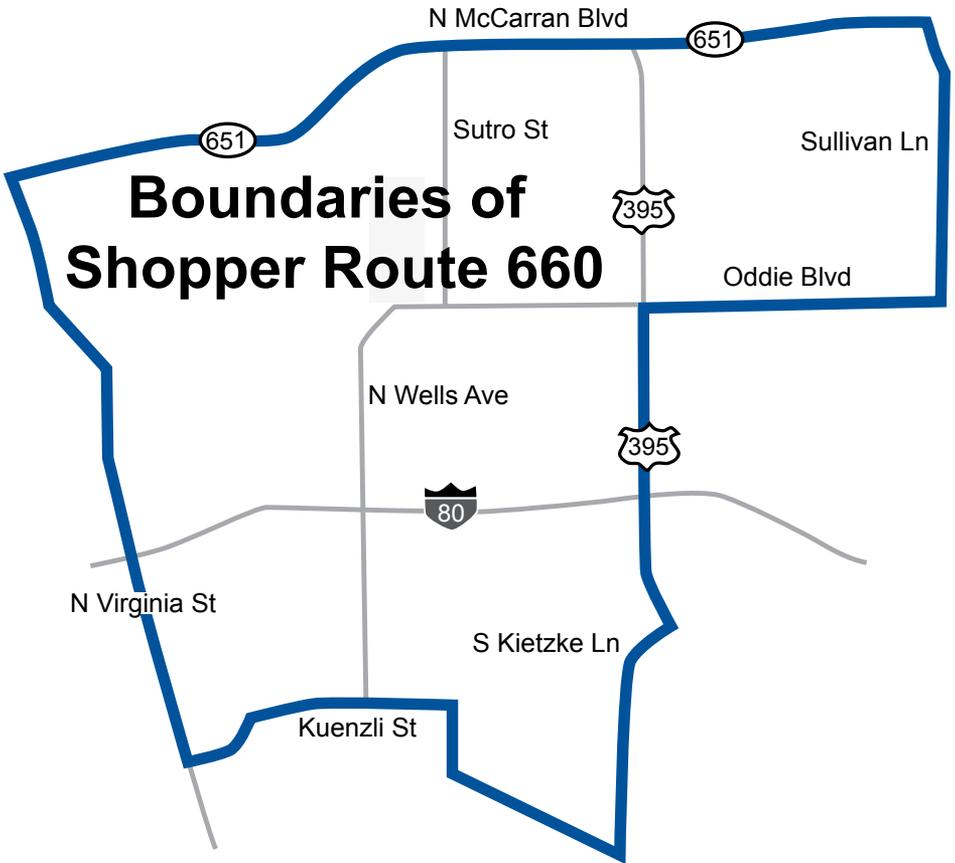
Subscription riders may cancel pick-ups for up to 2 weeks due to vacations or other reasons. Be sure to tell the reservationist the date you want to restart subscription service.

Shopper Routes

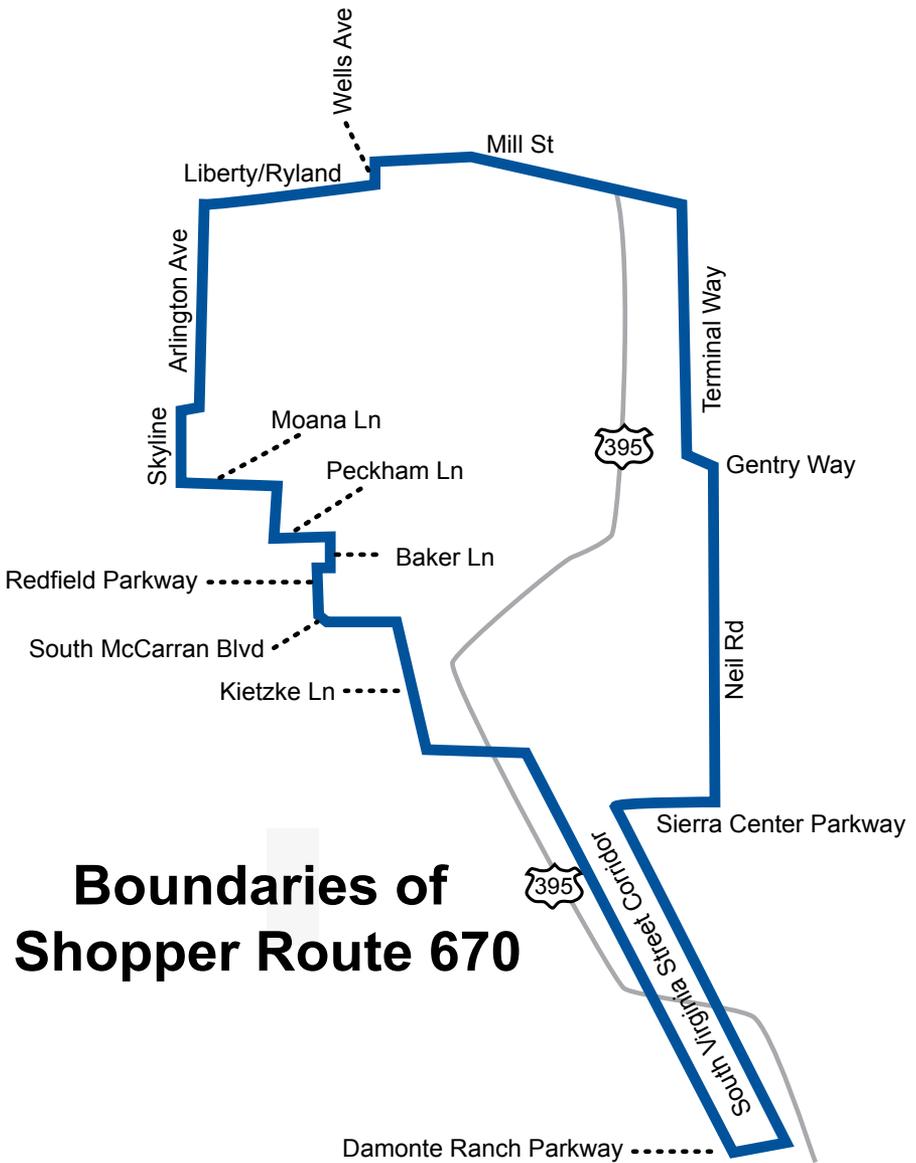
Shopper routes operate Monday through Friday from 8:45 a.m. to 3:00 p.m. in specific geographic areas where there is a high demand. Shopper routes provide same day service to popular locations within those areas. Shopper route boundaries and days of service may change as demand in specific areas change. There are 4 shopper routes:

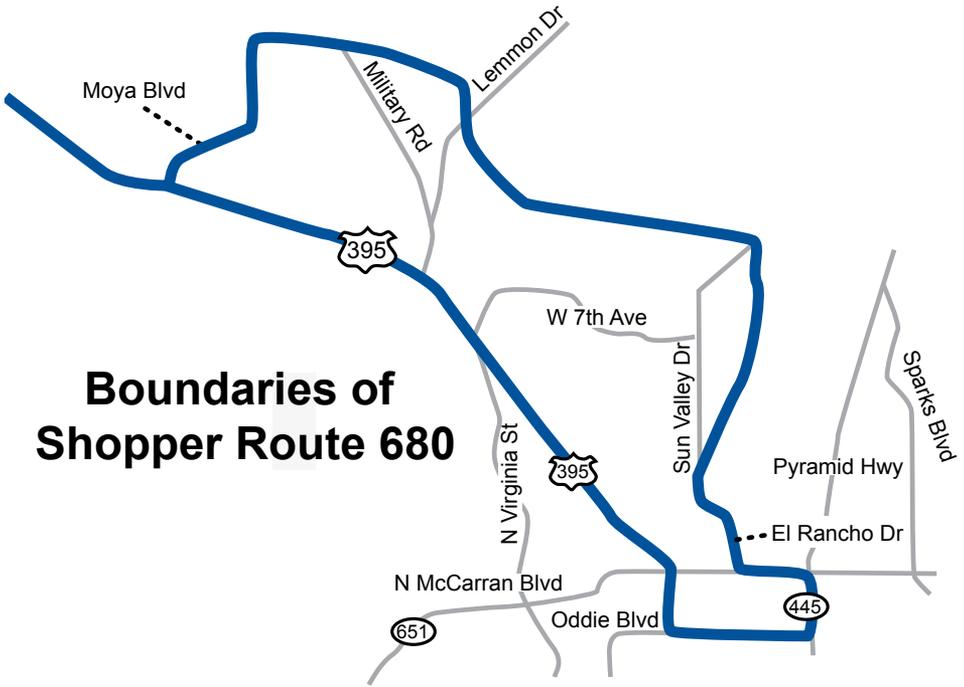
- Route 650 covers northeast Reno





- Route 660 covers northwest Reno. It also serves the Mae Anne Avenue and McCarran Blvd. corridor on Tuesdays and Thursdays.





- Route 680 covers the North Valleys

For more information, call RTC ACCESS reservations at 348-5438.

Feeder Service

Free “feeder service” is available to all RTC ACCESS clients. RTC ACCESS will transport between your trip origin or destination and an RTC RIDE bus stop. You pay \$0.50 on RTC RIDE and nothing on RTC ACCESS. Request feeder service rides when you schedule your trips.

Will-Call Rides — Medical Return Trips Only

RTC ACCESS offers pre-scheduled **Will-Call** return rides from medical trips to home for twice the regular fare, payable by using **2 RTC ACCESS tickets** (inside the ADA area). These rides are for people who don't know when they will be ready after medical appointments and wish to call after the appointment for pick-up. Will-Call rides to or from the non-ADA area will be charged 4 tickets. Will-Call rides are scheduled at the time the rides are reserved. RTC ACCESS reservationists will ask whether you want to schedule a regular return trip or a Will-Call pick-up.

If you select a Will-Call ride, RTC ACCESS will pick you up within 1 hour of being notified you are ready. If they are later than 1 hour, you will only be charged the usual fare.

Canceling or Rescheduling Your Trip

Cancellations must be made earlier than one hour before your pick-up on the day of your trip. To cancel, call the Cancel Line (348-0444). If you need to cancel more than 1 trip, be sure to say which trips you are canceling and give the trip ID numbers. If you have scheduled more than 1 trip in a day and miss any of those trips without canceling, RTC ACCESS will consider you to be a "no-show". Passengers who consistently no-show or repeatedly cancel on short notice may face suspension of service.

You will not be responsible for no-shows due to circumstances beyond your control such as medical emergencies or a RTC ACCESS error.

Reminder: you are responsible for canceling all RTC ACCESS rides.

Taxi Service

Reno-Sparks Cab provides all rides for RTC ACCESS customers between 8:00 p.m. and 6:00 a.m., plus some daytime rides. RTC ACCESS taxi rides operate the same as the van service and must be scheduled through RTC ACCESS reservations. **Always get your trip ID numbers.**

Have your RTC ACCESS ID on hand if you call to check on a ride. Show your RTC ACCESS ID card to the taxi driver when you get into the taxi. Give the driver either 1 or 2 RTC ACCESS ticket(s) per rider at that time. **Do not tip the taxi driver.**

Cancellations for RTC ACCESS taxi service are normally made through RTC ACCESS. However, if it is after 6 p.m. on the day of your ride, cancel with Reno-Sparks Cab at 333-3333. Taxi trips canceled less than 1 hour in advance will be considered a no-show.



Companions, Attendants and Children

Attendants are designated personal care assistants (pca) needed by some riders. Only responsible parties may be attendants. Attendants ride RTC ACCESS free when accompanying riders who have “Attendant Authorized” on their RTC ACCESS ID cards. It is your responsibility to arrange for an attendant to help you.

Companions — friends, family or significant others — of any age may ride RTC ACCESS with you. If there is more than one companion, they may ride on a space-available basis. Children and companions over 5 years old pay the same fare as the eligible rider. Children must be accompanied by an adult while on RTC ACCESS. Children weighing 60 pounds or less must travel in an approved child safety seat supplied by the attending adult. Children may not ride on a passenger’s lap. The attending adult is responsible for securing the child safety seat and taking both the child and the seat on and off the van.

Service Animals and Pets

All animals must be fully under the handler’s control at all times.

Service animals are welcome on RTC ACCESS at all times.

Pets must be in a suitable pet carrier and traveling with their owners.

Lost and Found

Lost and Found may be reached at **348-5438**.

Please tell us your name, what was lost, a complete description of the item, the date and time you rode, and where your trip began and ended.

Using RTC RIDE Buses

Your photo RTC ACCESS ID allows you to ride RTC RIDE transit buses for 50¢. Show the RTC RIDE coach operator your photo RTC ACCESS ID when you board. Attendants ride free on RTC RIDE when accompanying someone with “Attendant Authorized” on his/her RTC ACCESS ID.

RTC ACCESS Rider Responsibilities

As a rider, it is your responsibility to follow RTC ACCESS rules and policies so everyone has the safest and most comfortable ride possible. We reserve the right to deny service when riders do not comply with their responsibilities.

Important Policies to Remember:

- All passengers are expected to behave safely and courteously on RTC ACCESS.
- RTC ACCESS will not transport riders under the influence of alcohol/illegal drugs.
- No smoking, eating, or drinking is allowed on RTC ACCESS vehicles.

- Seat belts must be worn at all times.
- Playing radios or noise generating equipment on RTC ACCESS vans is prohibited.
- Cooperate with RTC ACCESS drivers and follow their instructions.
- Show the driver your valid RTC ACCESS ID Card each time you board.
- Give the driver your ticket(s) each time you board.
- Contact RTC ACCESS Customer Service for a renewal application at least 2 months before your eligibility expires.
- RTC ACCESS is a shared ride service like a bus so allow extra travel time.
- Trips are provided on a first-come, first-served basis and are not prioritized by purpose.
- RTC ACCESS cannot make trip changes on the day of travel.
- RTC ACCESS drivers are paid employees and are not permitted to accept tips.
- Standees are permitted on the lift; just tell the operator you need to ride the lift.
- RTC ACCESS will transport individuals with respirators or portable oxygen supplies consistent with applicable U.S. Department of Transportation rules.

- **Wheelchairs, scooters, and other equipment must be secured in vans.**
- Mobility aids must be in good condition.
- **RTC ACCESS may not be able to transport a wheelchair, scooter or other mobility device larger than 48” long x 30” wide or weighing more than 600 pounds when occupied.**

SECTION 3

RTC ACCESS POLICIES AND PROCEDURES

The Regional Transportation Commission has made a commitment to provide high quality, specialized public transportation for people with disabilities. In order to serve as many people as possible, it is important that the rides reserved are the rides taken. A ride not used is either a cancellation or a no-show. When rides are canceled a day or more in advance they can be used by other people, while those rides canceled on shorter notice are wasted.

No-Shows

When a rider is not ready, not present, or chooses not to go within the 30-minute pick-up window, it is considered a no-show. Rides canceled less than 1 hour before their scheduled pick-up times are also considered to be no-shows.

RTC ACCESS service may be suspended or denied for those individuals who do not comply with RTC ACCESS guidelines.

Cancellations

Under ADA paratransit service regulations, **it is the rider's responsibility to cancel all trips that will not be used.** RTC ACCESS ride cancellations must be made a least 1 hour before the pick-up time.

Rides not canceled or canceled later than 1 hour before the scheduled time are considered no-shows and are subject to the RTC ACCESS no-show suspension procedures. By canceling at least 1 hour before your pick up time, the van can be rescheduled to pick up another patron. If you need to cancel more than 1 trip, be sure to say which trips to cancel and which to keep.

You will not be responsible for no-shows due to circumstances beyond your control (for example a medical appointment not completed on time), if RTC ACCESS is early or late, or if there is a RTC ACCESS error. Riders who consistently no-show, or repeatedly cancel on short notice may face suspension of service.

Free Ride Bonus

To encourage RTC ACCESS riders to reduce the number of no-shows, you will receive a free ride for every 30 rides you take without a cancellation or now-show.

Rider Suspension

RTC ACCESS may suspend rider privileges based on the following criteria:

- Verbal or physical abuse toward a RTC ACCESS employee or rider.
- Continued or repeated violation of the no-show or cancellation policies.
- Behavior which presents a clear and present danger to an individual's health or safety or to others within the vehicle. (These behaviors include conduct which is violent, seriously disruptive, or illegal.)

For those riders who accumulate no-shows, the following procedures apply:

- If a person has 3 no-shows in any consecutive 90-day period, a warning letter will be issued.
- If a person has 6 no-shows in any consecutive 90-day period, the rider will be suspended from RTC ACCESS for 14 calendar days.
- If a person has 9 no-shows in any consecutive 90-day period, the rider will be suspended from RTC ACCESS for an additional 30 calendar days.

- If a person has 10 or more no-shows in any consecutive 90-day period, the rider will be suspended. To be reinstated, she or he must appeal and provide evidence of behavior improvement.

3 No-shows: Warning letter

6 No-shows: Suspended for 14 calendar days

9 No-shows: Suspended additional 30 calendar days

10 No-shows: Longer suspension. Must appeal to be re-instated plus show behavior improvement.

- Suspensions will start 20 days after the date the letter was issued.
- All letters of suspension will contain a form which can be mailed to RTC ACCESS to challenge any no-shows or its circumstances.
- Subscription ride privileges may be denied to riders upon their second no-show suspension within any consecutive 12-month period. Subscription privileges may be reinstated, but with no guarantee that the original subscription ride will be available.
- Notifications of no-show sanctions will be made verbally and in writing by RTC ACCESS to the individual and/or their representatives.

- All written notifications will include a form that the rider can complete stating the no-show did not occur or it was due to reasons beyond the rider's control. (Trips missed for reasons beyond the rider's control or due to RTC ACCESS error shall not be used in determining that a pattern or practice of no-shows exists.)
- If the rider feels that the sanctions have been unfairly applied, an Appeal of Service Suspension may be filed with RTC (see Page 31). Service will be provided pending the outcome of the appeal for no-shows suspension.

Disciplinary Procedure

The following disciplinary procedure of due process will be followed before denying RTC ACCESS transportation for any individual. All communications to the individual and/or his or her representative will be in accessible format, where appropriate or necessary. When the action prompting the suspension of service is corrected, service will be reinstated.

The following steps will be followed for disciplinary procedures:

1. Incidents will be carefully and completely documented.

2. RTC ACCESS management will communicate verbally with the individual and/or his or her representative, explaining the infractions and requesting corrective action. This verbal session will also include an opportunity for the individual and/or his or her representative to respond.
3. RTC ACCESS management will send written confirmation of the conversation to the individual, reiterating the conversation and agreed upon points. This written confirmation will be mailed to the individual within 6 working days of the verbal conversation.
4. All conversations or written communications will be reviewed by more than one member of RTC ACCESS management staff.
5. If the infractions continue, a second verbal communication session will occur and a first written warning will be issued to the individual. This written warning will state that if the infractions do not cease immediately, RTC ACCESS service will be suspended to the individual. This written warning will state the specific basis for the proposed suspension and the nature and extent of the proposed sanction. This session will also include the opportunity for the individual and/or his or her representative to respond.

6. The individual and/or his or her representative will be given an opportunity to be heard and present information and arguments.
7. RTC ACCESS management will provide the individual with written notification of the decision and the reasons for it.
8. If corrective action does not occur, RTC ACCESS management will officially notify the individual, by certified return-receipt mail, that RTC ACCESS can no longer provide transportation for a specified period of time. Included in this communication will be a provision that when the individual can demonstrate that the objectionable behavior no longer exists, RTC ACCESS service will again be provided. There will be an appropriate trial period of reinstatement not to exceed three weeks.
9. RTC staff will be notified in writing at all stages of this procedure.
10. If the problem continues to occur after going through this disciplinary process three times, services may be terminated permanently.
11. RTC and RTC ACCESS reserve the right to immediately refuse RTC ACCESS service to an individual when necessary to protect the health and safety of other passengers or RTC ACCESS employees.

Appeal of Service Suspension:

An individual may appeal a RTC ACCESS suspension of service. The following appeal process will be used and will include an opportunity to be heard and to present information and arguments. The following procedures will be followed in regard to service suspension:

1. Appeals must be submitted to the RTC Paratransit Administrator within 60 days of notification of suspension.
2. The Paratransit Administrator will notify other RTC staff, including the RTC Executive Director, of the appeal. RTC will engage the services of disability experts in hearing the appeal and making a determination.
3. RTC will present the individual and his/her representative(s) an opportunity to be heard and to present information and arguments.
4. Based on the information available, a decision will be made by the RTC Executive Director or his/her representative. The individual will be provided written notification of the decision and the reasons for it.
5. If the suspension is for excessive no-shows, RTC ACCESS service will be provided until the appeal is heard and decided.

6. If the service suspension is for reasons other than excessive no-shows, RTC ACCESS is not required to provide service to the individual pending a decision. However, if a decision has not been made within 30 days of completion of the appeal process, service will be provided from that time until or unless the appeal is denied.

Communications will be in alternate format, if appropriate or necessary.

Further appeals of the suspension process may be made to:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue S.E.
Washington, DC 20590

YOUR COMMENTS ARE WELCOME!

We want to hear from you. Your comments are important to us. Please include:

- Your name, address, and phone number.
- The date, time, and location of the incident.
- The RTC ACCESS van number and/or the operator's name.
- Your compliment, suggestion, or complaint.

Mail to:

Paratransit Administrator
Regional Transportation Commission
P.O. Box 30002
Reno, NV 89520-3002

Or call:

348-0477 or for those requiring hearing or speech assistance, **Relay Nevada 1-800-326-6868** (TTY, VCO or HCO).

Postage-paid comment cards are mailed with all RTC ACCESS Rider's Guides and ID cards for your convenience.

Notes

RTC ACCESS PHONE NUMBERS

Reservations

775-348-5438

Cancellations

775-348-0444

Customer Service

775-348-0477

Eligibility Information and Applications

775-348-0477

Lost and Found

775-348-5438

Hearing or Speech Assistance

Relay Nevada

1-800-326-6868 (TTY, VCO, HCO)

1-800-326-6888

Night Taxi Ride Cancellations

at Reno-Sparks Cab

(after 6:00 PM on day of ride)

775-333-3333

Visit our website at rtcwashoe.com