



Rider's Guide

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



Welcome to

REGIONAL TRANSPORTATION COMMISSION OF WASHOE COUNTY ADA TRANSPORTATION SERVICE FOR THE RENO/SPARKS AREA

The Americans with Disabilities Act (ADA) is a civil rights law that was passed in 1990. An important part of this law ensures civil rights protection and access to public transit services for qualified persons with disabilities. ADA law established regulations requiring that jurisdictions provide the same public transportation opportunities to people with disabilities, as to those without disabilities.

To accomplish this, complementary (parallel) transit service (known as paratransit) is provided to those with disabilities who are unable to use fixed-route service, either some or all of the time (ADA regulations for paratransit may be found under 49 CFR Part 37). RTC ACCESS is RTC's paratransit service.

ADA complementary service applies to "standard" or "regular" fixed-route bus lines. It does not include commuter bus or rail service, dial-a-ride, limited stop routes, express service or flex route service.

ADA law defines a disability, with respect to an individual, as a physical or mental impairment that substantially limits one or more major life activities (caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working). The mere presence of a disability does not make a person eligible for RTC ACCESS paratransit service.

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A digital version of this guide may be viewed and downloaded at rtcwashoe.com. If you would like this document in an alternative accessible format, please contact RTC Customer Service at **775-348-0477**.



OVERVIEW OF SERVICES

RTC ACCESS is a form of public transportation. We offer a shared-ride service for persons with disabilities who, because of their disability, are unable to use a regular bus. We are not like a private taxi and you must call to schedule your trip 1-3 days in advance. Your travel time will be similar to the travel time on an RTC RIDE bus. You probably will not go directly to your destination because other riders need to be picked up or dropped off first.

In order to receive services, all RTC ACCESS passengers must be certified through the in-person eligibility process. Specific details on eligibility requirements and how to apply please contact RTC Customer Service at 775-348-0477 or online at www.rtcwashoe.com.

A person is likely to receive some level of RTC ACCESS paratransit service eligibility if his or her functional ability to use RTC's accessible fixed-route services (RTC RIDE) are impaired due — specifically — to a disability.

Persons with disabilities who can reasonably use RTC RIDE bus service

are expected to do so.

RTC ACCESS uses a mix of vehicle types and service providers to provide the best service possible. RTC ACCESS may contract with other providers for transportation service. The RTC ACCESS reservation agent 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 an RTC ACCESS sign on their vehicle. If you do not see the sign, ask the operator to show it to you.

RTC ACCESS provides paratransit service to complement RTC's fixed-route bus system (RTC RIDE) with comparable hours, days, and service area. RTC ACCESS service area is provided within 3/4 of a mile of RTC's regular fixed-route services.

IMPORTANT NOTE: RTC RIDE service changes that impact the service area, days of service, or hours of service will directly affect RTC ACCESS' service area, service days and service hours.

DOOR-TO-DOOR SERVICE

At the pickup location, the vehicle operator will assist the passenger from the exterior doorway to the vehicle and help them to board the vehicle.

At the drop off location, the vehicle operator will help the passenger alight from the vehicle and assist them to the first exterior doorway of their drop off location.

Vehicle operators shall not provide service that exceeds door-to-door service if the vehicle operator is required to:

- Leave the direct proximity of the vehicle for lengthy periods of

time (beyond five (5) minutes)

- Lose sight of the vehicle
- Take actions that would be clearly unsafe (back a vehicle more than a car length, enter a narrow drive, cross a street, etc.)
- Leave other passengers unattended
- Go beyond the ground floor of a building
- Assist a wheelchair over more than one step
- Unlock a building door
- Pass the threshold of a door at any residential location
- Any other prohibited activities listed in the Vehicle Operator Responsibilities section of this guide

SERVICE AREA

RTC provides paratransit service within the RTC ADA paratransit service area. The trip origin and trip destination must be within a 3/4 mile corridor surrounding “regular” fixed-route RTC RIDE service. If a regular fixed-route is not operating in a particular area at a particular time of day, RTC ACCESS does not operate in that area either.

Interactive ADA Service Area maps are available on RTC’s website rtcwashoe.com by selecting the RTC ACCESS Information link from the Public Transportation main page.

SERVICE HOURS

RTC ACCESS operates on the same days and during the same hours as RTC RIDE fixed-route service. Annual changes that impact the service area, days of service, or hours of service on RTC RIDE will directly affect RTC ACCESS service area, service days and service hours. Preceding any service change, public hearings are held to gather customer input. Please visit the RTC’s website www.rtcwashoe.com for more information

on these public hearings.

FARES

All RTC ACCESS passengers, regardless of age, must pay the appropriate fare to receive service. This is consistent with passengers riding RTC’s fixed-route system.

Companions are required to pay the same fare as the ADA paratransit eligible individuals they accompany, unless the companion is five (5) years of age or younger. Companions performing the duties of a Personal Care Attendant will not be charged for paratransit service.

Using, producing or distributing fraudulent fare media, as well as using other passengers’ passes, are grounds for service suspension, and may result in service termination and possible prosecution.

RTC ACCESS operators are not permitted to accept tips and/or gifts for services. If you wish to show your gratitude you may always share a kind word with them or submit a formal compliment through our RTC Customer Service team at 775-348-0477.

As regulated by ADA law, RTC ACCESS fares will not exceed twice the fare of fixed-route service. The current one-way fare is \$3.00 and is paid with a RTC ACCESS paper ticket or with a digital ticket available on your smartphone.

While RTC ACCESS tickets may be purchased through the smart phone app in advance, please do not activate your smart phone ticket until the vehicle is arriving. Smart phone tickets are only valid for 90 minutes after they are activated.

How to Pay your Fare:

RTC ACCESS tickets are used to pay RTC ACCESS fares and are sold in 10-trip ticket books for \$30.00, or a single trip ticket for \$3.00, and/or digital tickets may be purchased through your smartphone. Anyone may purchase RTC ACCESS tickets, but to ride you must have a valid RTC ACCESS ID. Drivers do not sell tickets or accept cash or tips.

RTC ACCESS fares can be purchased in multiple ways:

- Through various ticket outlets. Various ticket outlet locations are provided with the RTC ACCESS determination letter. Please note ticket outlets sell 10-trip ticket books only.
- Tickets can be purchased through Ticket Vending Machines at RTC 4th Street Station, 200 E 4th Street in downtown Reno, or RTC Centennial Plaza, 1421 Victorian Avenue in downtown Sparks.
- Through the RTC website (www.rtcwashoe.com)
- Through Your Smart Phone (visit www.tokentransit.com for details)

For current fares, a complete list of ticket outlets, or for more information on purchasing fares by any of the above methods, please visit www.rtcwashoe.com or call 775-348-0477.

Using RTC RIDE Fixed-Route Buses:

Your photo RTC ACCESS ID allows you to ride RTC RIDE fixed-route transit buses for 75¢. Just show the RTC RIDE fixed-route coach operator your photo RTC ACCESS ID when you board. Attendants ride free on RTC RIDE fixed-route when accompanying someone with "Attendant Authorized" on his/her RTC ACCESS ID.

TRIP RESERVATIONS

Passengers may start using RTC ACCESS paratransit service immediately upon approval of eligibility for service.

RTC ACCESS reservation agents can help you schedule your trips by calling 775-348-5438 from one to three days in advance. Trips are only scheduled through 775-348-5438 reservations. Drivers cannot reserve, cancel or modify trips for you. If you have a medical emergency, call 911. Do not call RTC ACCESS.

When you call the reservation line to schedule your trip the reservation agent will try and accommodate your request as close to the time you requested as possible. However, the ADA permits trips to be scheduled within one hour (before or after) the requested time. This means the exact requested time may not be available and thus is not guaranteed.

Requests for a specific vehicle operator or service provider are not accommodated. This allows RTC ACCESS to utilize a mixed fleet of vehicles through various service providers.

Have the following ready when you call:

Your name, your RTC ACCESS ID number, your phone 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. Additional information about the pickup and drop off locations (business name, building #, gate code, apartment complex name, office building, grocery store, etc.)
- Any other information that will help the vehicle operator to locate you.

- Tell us about any special needs. (For example, are you visually impaired, you use a walker or wheelchair or you are traveling with a PCA or service animal.)

Making a Reservation:

When you call the reservation line to schedule your trip the reservation agents will try and accommodate your request as close to the time you requested as possible. However, the ADA permits trips to be scheduled within one hour (before or after) the requested time. This means the exact requested time may not be available and thus is not guaranteed.

Trips will be scheduled with a window of time called the 20-minute ready window. For example, if your pick-up time is 10:00 AM, RTC ACCESS will pick you up between 10:00 AM and 10:20 AM. RTC ACCESS is on time if they arrive within that window. This 20-minute ready window will be the time-frame during which a passenger can expect the pickup to occur.

RTC ACCESS reservation agents can help you schedule your trips by calling 775-348-5438 from one to three days in advance. Trips are only scheduled through 775-348-5438 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

Confirming Trips:

When booking trips through a reservation agent, each trip will be read back to confirm that it was created correctly. Passengers are encouraged to write down trip details to keep track of upcoming travel.

Additionally, next day trip itineraries (provided by automated telephone) may be available. Passengers interested in these service offerings should request enrollment through a RTC Customer Service at 775-348-0477.

Taking Your RTC ACCESS Trips:

RTC ACCESS uses a mix of vehicle types and service providers to provide the best service possible. Dedicated service providers operate vehicles with a RTC ACCESS logo. When these vehicles are at capacity, overflow service providers are used.

Passengers should be ready to depart at any time during their scheduled pick-up window and be available for travel when the vehicle arrives. Drivers are instructed to wait five (5) minutes after their arrival and will not leave before. If the driver arrives early, the driver will wait until your pick-up window begins and then give you five (5) minutes to board.

For estimated vehicle arrival time available up to one hour before the start of the 20-minute ready window, call the RTC ACCESS Reservation 775-348-5438.

RTC ACCESS cannot make same day trip changes on the day of travel.

Canceling Trips:

Cancellations are a large source of system inefficiency for this valuable community resource. Please cancel trips with as much advance notice as possible so that rides can be made available to other RTC ACCESS passengers.

When canceling a trip, remember to cancel any other unneeded subsequent trips (including return trips) as they will not automatically be cancelled.

Passengers may cancel trips:

- Through the automated telephone system at **775-348-0444**
- Through the **RTC ACCESS Reservation agents at 775-348-5438 during business hours**
- Through **RTC ACCESS Mobile Application**
- RTC ACCESS' new Smart Mobile Phone application is now available in either Google Play or the Apple app Store. Search RTC ACCESS and download the app. RTC ACCESS Mobile Application can be used to view estimated times on today's rides or to view or cancel future scheduled rides right from your smart phone.

Passengers who need to cancel a trip on the day of service must do so at least one hour prior to the beginning of the 20-minute ready window to avoid a late cancellation penalty. Late cancellation penalties are equivalent to no shows and are outlined in detail under the no show section of this guide.

Pick Up and Drop Off Times:

RTC ACCESS schedules rides using a 20-minute ready window for passenger pick-ups. Passengers must be ready to board the vehicle within five minutes after the vehicle arrives, but passengers may board early.

Failure to board the vehicle within five minutes may result in a no-show occurrence.

Passengers are not required to board a vehicle if it arrives before the 20-minute ready window begins, and the five-minute time-frame to board the vehicle does not start until the beginning of the designated 20-minute window.

Passengers who have not been picked up after the 20-minute ready window has expired are encouraged to call RTC ACCESS reservation agents at 775-348-5348.

RTC ACCESS is a shared ride paratransit service that provides comparable ride times to those of RTC's fixed-route services.

Pick Up and Drop Off Locations:

RTC ACCESS operators are only authorized to pick up or drop off passengers at the location for which the ride was scheduled.

Passengers must wait for their ride at the agreed upon location or risk a no show occurrence. See the No Show Policy section of this guide for more information.

RTC ACCESS operators are not permitted to lose sight of the vehicle or use stairs (indoor or outdoor) beyond the 1st floor of a building when assisting a passenger. RTC does not allow operators to enter a passenger's home or lock/unlock the door.

Designated Loading Areas:

Large facilities such as hospitals, malls, schools, or office buildings typically have predetermined RTC ACCESS passenger pick-up and drop-off designated areas. The designated area will be explained to passengers at the time they make a reservation for one of these large facilities. These facilities are routinely evaluated for maximum safety and accessibility and are the only authorized designated areas at these facilities. Consistent designated areas allow passengers to have a reliable, safe, comfortable, and efficient place to wait for their RTC ACCESS trips.

Reaching the Destination:

Passengers must remain seated with their seat belt fastened until the vehicle comes to a complete stop and the vehicle operator has indicated it is safe to prepare to exit the vehicle. The RTC ACCESS operator will assist the passenger from the vehicle.

SUBSCRIPTION TRIP SERVICE

If passengers will travel to the same location at least once a week (on the same day and at the same time), they may be eligible to receive subscription service, wherein a standing reservation is automatically created for approved trips.

Subscription trips may help to increase the consistency of a passenger's schedule, but will not be a guarantee of an exact ride time, a regular vehicle operator, a specific service provider, or a specific vehicle type. To request or make changes to Subscription Trip Service contact RTC ACCESS reservation agent at 775-348-5438.

Requesting for Subscription Trip Service:

Subscription Trip Service is granted on a space-available basis and is not always available when a request is submitted. Customers should continue to book trips through a reservation agents until approval or denial of the subscription trip request occurs.

Making changes to a Subscription Trip:

If any changes need to be made to a subscription trip (for example, if the passenger moves), the old subscription trip should be cancelled and a new request should be submitted.

Placing a Subscription Trip on Hold Temporarily:

Passengers may request that a subscription trip be placed on hold temporarily (up to 30 days) to accommodate vacations, etc. If the hold request will last longer than 30 days, the subscription trip should be cancelled and a new request submitted.

Canceling a Subscription Trip Permanently:

If the passenger no longer needs the subscription trip, please notify RTC ACCESS of the earliest date at which the subscription trip should be cancelled. Until the passenger receives confirmation that the cancellation was successful, he or she should continue to cancel individual trips to avoid a no show assessment.

Canceling a Subscription Trip for a Specific Day (or Days):

Customers should cancel any unneeded individual trips through a reservation agent as far in advance as possible, but no later than one (1) hour in advance of the pickup window, to avoid a no show assessment.

Subscription Trip Service is Automatically Cancelled on RTC Holidays:

Passengers who still need their rides on a RTC holiday, must book them through a reservation agent, from 1 to 3 days in advance to schedule a replacement trip for the cancelled subscription trip.

RTC Holidays:

- New Year's Day
- Martin Luther Jr. Day
- President's Day
- Memorial Day
- Nevada Day
- Veterans Day
- Thanksgiving Day
- Family Day (Day after

- Independence Day
- Labor Day
- Thanksgiving)
- Christmas Day

Holidays that fall on a weekend but are observed on a Friday or a Monday will result in the cancellation of subscription trips on the observed holiday AND the actual holiday.

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 (2 RTC ACCESS paper or smart phone tickets). Will-Call rides are scheduled at the time the rides are reserved.

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. RTC ACCESS will pick you up within one hour of being notified that you are ready. If they are later than one hour, you will only be charged the usual fare.

Please note that the 20-minute ready window still applies to Will-Call return rides.

ATTENDANTS, COMPANIONS, AND CHILDREN

Attendants are designated personal care assistants 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. 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.

Passenger Attendant/aide Requirements:

Passengers will be required to travel with an attendant or aide under the following conditions:

- Passengers five years of age or younger
- Professional determination that a passenger should have an attendant/aide at all times because he or she poses a danger to herself/himself
- Passengers identified by RTC ACCESS eligibility team as requiring an attendant/aide for safety reasons
- Passengers with temporary or unexpected occasional need for assistance that can’t be met by the RTC ACCESS vehicle operator
- Passengers who cannot be left unattended and are traveling to a drop-off location where no one will be present to receive them.

RTC ACCESS passengers who require medical care during transit due to a medically unstable condition may not be eligible for service during

the period of medical instability. RTC ACCESS is a public transit service that does not provide emergency medical transportation services.

Passengers who will need to travel with a personal care attendant or aide will need to have this information documented with RTC ACCESS during the eligibility determination process.

WHEELCHAIRS AND MOBILITY DEVICES



RTC ACCESS vehicles are able to safely accommodate a wide range of mobility devices. Mobility devices are noted on all passenger accounts, and passengers should always update the Eligibility Department when there is a change and/or addition of a mobility device. This allows RTC ACCESS to send the appropriate vehicle type for the trip, as well as to reserve enough space on board for passengers and their mobility devices.

RTC ACCESS will guarantee transportation for passengers with wheelchairs no more than 30 inches wide, 48 inches long, and weighing no more than 600 pounds total while occupied. Wheelchairs that fall outside of these guidelines might still be accommodated, but will be evaluated on an individual basis to ensure RTC ACCESS vehicles and lifts will be able to physically transport them safely. RTC ACCESS may weigh and measure wheelchairs to make sure they fit within the maximum size and weight requirements. All wheelchairs must be secured facing forward while being transported.

Equipment that is NOT permitted on any RTC ACCESS vehicle

includes, but is not limited to:

- Hospital Beds
- Stretchers
- Hoyer Lifts
- Large Shopping Carts
- Any other device that poses a safety risk

Mobility devices must be secured every time they ride on a RTC ACCESS vehicle. Operators are responsible for ensuring that mobility devices are properly secured.

RTC ACCESS requires the use of a lap belt or seatbelt at all times during transport for all passengers. RTC ACCESS recommends but does not require the use of a shoulder harness for passengers traveling in a mobility device.

RTC ACCESS passengers who acquire a new or larger type of mobility device must notify the RTC ACCESS Eligibility Department before making a reservation or taking a trip with the new mobility device. Passengers may need to be reassessed based on their new device.

Using the Lift:

Many of the vehicles in the RTC ACCESS fleet are equipped with a lift to assist passengers into and out of the vehicle. Some vehicles have the ability to secure a transferable wheelchair to the rear of the vehicle.

Vehicle lifts are not limited only to people who use mobility devices, so if a passenger would like to board the vehicle using the lift, he or she must let the RTC ACCESS Operator know.

Please follow these simple safety steps when using the lift:

- Power off any electric mobility device off before the lift moves
 - Lock the wheels of any mobility device equipped with brakes
 - Standing passengers should hold both railings if able to do so
- RTC ACCESS Operators are not authorized to ride with passengers on the lift.

RTC ACCESS vans have passenger lifts that are equipped to safely handle a wide range of mobility devices. RTC ACCESS will transport any mobility aid and occupant if the lift and vehicle can safely accommodate them.

Boarding the Vehicle:

Upon the arrival of the RTC ACCESS vehicle, passengers must show their ID card, pay the fare (ticket/s or token transit pass), and board the vehicle. The operator will assist with mobility device (wheelchair, walker, etc.) securement and the passenger seat belt.



Oxygen:

Personal oxygen tanks may be transported on RTC ACCESS vehicles. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Customers must ensure that there is an adequate oxygen supply ($\frac{3}{4}$ or full) before boarding. Drivers are not authorized to operate life support equipment at any time.

SERVICE ANIMALS

Service animals defined as any guide dog, signal dog or other animal individually trained to perform tasks directly related to assisting an individual with a disability.

Service animals are welcome and ride free-of charge. A disruptive

dog will be treated according to the RTC ACCESS Passenger Policies.

Animals that are not individually trained to perform such tasks, including animals used purely for emotional purposes, are not considered service animals. Service dogs must sit on the floor or the passenger’s lap. They may not occupy a passenger seat.

When scheduling a trip, passengers should inform the RTC ACCESS reservation agent that they will be traveling with a service animal.



TRANSPORTING PASSENGER ITEMS

RTC ACCESS operators are primarily responsible for the safety of the passenger. Customers are permitted to carry on only the number of bags that they are able to manage independently without the assistance of the driver. Drivers are not required to assist customers with packages. 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 either on your lap or on the floor in front of your seat. Any large, oversized items (i.e. large boxes, bags, etc.) that cannot be held by the passenger or properly secured will not be transported.

RTC ACCESS RIDER RESPONSIBILITIES

As a rider, it is your responsibility to follow RTC ACCESS rules 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.

Please follow these simple tips for a happy and safe ride:

- All passengers are expected to behave courteously and safely on RTC ACCESS.
- 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.
- Children five years and under must be accompanied by an adult.
- Smoking (including use of e-cigarettes) or eating on board is not permitted.
- Drinks on board are allowed, but only if they're in spill-proof containers, like water bottles or travel mugs with lids.
- Drinks that are NOT permitted include open cans, bottles without caps, and disposable cups with lids and straws.
- Please wear shoes and shirts if you want to ride
- Passengers who fall asleep on board the bus are at risk of being injured from unexpected movements or stops. Please stay alert for the best possible experience
- RTC ACCESS will not transport riders under the influence of alcohol/illegal drugs.
- Please ride quietly. Playing a radio or musical instrument is not appropriate on the bus.
- Please be considerate of fellow passengers with chemical sensitivities by limiting use of colognes and perfumes.
- Personal Hygiene: Riders must maintain an acceptable standard of cleanliness.
- Passengers with disabilities who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered.
- Contact RTC ACCESS Customer Service 775-348-0477 for a an

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 same day 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.

Any passenger, including passengers with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring.

RTC ACCESS VEHICLE OPERATOR RESPONSIBILITIES

Passenger can expect the Operator to:

- Operate the vehicle safely under all circumstances
- Wear the proper uniform, including identification
- Get out of the vehicle upon arrival at the pickup location and look for the passenger. Operators who are picking a passenger up at an address which is not at ground level are not required to go to the door to announce their arrival

- Verify the identity of the passenger being transported by visually inspecting their RTC ACCESS ID card
- Offer assistance to the passenger by pushing a manual wheelchair or offering an arm for guidance
- Collect the proper fare before assisting passengers into the vehicle
- Operate the wheelchair lift or ramp and secure the passenger's mobility device
- Transport the passenger only to the pre-scheduled location, unless directed otherwise from a supervisor or dispatch
- Be courteous and respectful at all times

Operator are Prohibited from:

- Entering past the front entrance of a public building
- Entering a passenger's residence
- Leaving vulnerable passengers unattended in a vehicle
- Losing sight of their vehicle
- Maneuvering a wheelchair up more than one step
- Manually lifting or carrying passengers
- Taking trip reservations or cancellations from a passenger
- Using a personal cell phone while operating a vehicle or providing passenger assistance
- Accepting monetary tips or gifts
- Locking/unlocking building doors
- Operating the controls of an electronically operated mobility device
- Maneuvering an inoperable wheelchair
- Transporting passengers with uncovered open sores or wounds or who are displaying visible body fluid leakage

RTC ACCESS PASSENGER 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 vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five minutes;
- When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door);
- Late cancellations that occur one hour or less from the beginning of the 20 minute window trip time (also known as a Late Cancel);
- When a Do Not Leave Alone passenger's caretaker is not present to receive them at the time of drop off.

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 RTC ACCESS 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 and late cancellations 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.

No Show and Late Cancellation Policy:

Passengers who frequently fail to properly cancel a trip, do not show up in time for their scheduled ride, or (in the case of do not leave alone customers) whose caretakers fail to be present to receive them at time of drop off, will be subject to a progressive penalty that may lead to service suspension. The following actions are considered no show occurrences for the purpose of this policy: When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five minutes; When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door); Late cancellations that occur one hour or less from the beginning of the 20 minute window trip time (also known as a Late Cancel); When a do not leave alone passenger's caretaker is not present to receive them at the time of drop off.

Once a passenger reaches three no shows in one calendar month and if these no shows total 10% or more of their trips in that calendar month, the RTC ACCESS No Show suspension policy will take effect. No passenger shall be suspended under this policy for having two or fewer no show occurrences in one month.

For those riders who accumulate no shows, the following progressive suspension policy is as follows:

- First suspension occurrence will result in a 7 day suspension penalty.

- Second suspension occurrence will result in a 14 day suspension penalty.
- Third suspension occurrence will result in a one month suspension penalty.
- Fourth through twelfth suspension occurrences will be reviewed by the No Show Appeals Committee. The Appeals Committee will determine an appropriate action for each account up to and including long-term suspension from service. To be reinstated, the rider must appeal the suspension and provide evidence of behavior improvement for reinstatement.

The time-frame for the progressive suspension policy is one calendar year beginning on January 1st of every year. Passengers with three or more no shows and who's no shows also exceed 10% or more of their trips in one month will be notified by mail with a letter containing: The dates when the no shows occurred the dates of the pending suspension and instructions on how to make an appeal.

No Shows will be tracked each month. However, it is the customer's responsibility to track his/her no shows to ensure that they are kept within an acceptable level. It is also the customer's responsibility to ensure that RTC ACCESS is properly informed of any change in mailing address to ensure all correspondence is received in a timely manner. The agency will provide rides for a medical service appointment that occurs during any suspension period, but no additional ride(s) will be allowed.

No Show and Late Cancellation Passenger Notification:

Each passenger's no show occurrences are reviewed at the end of each calendar month for excessive no show violations.

Suspension notification letters are sent to all passengers in violation of the policy. Each letter clearly identifies the dates of each violation from the previous month, as well as the future dates when the passenger's service will be suspended.

No Show and Late Cancellation Appeal Process:

Before a no show/late cancellation suspension may take place, RTC ACCESS will notify the passenger by mail of the intention to suspend service. This notification shall inform the passenger of the reason(s) for the proposed no show suspension and shall state that the passenger has a right to appeal. **Appeal requests may be filed by the deadline per the instructions included with your notice of suspension.** If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

Disruptive Behavior and Rule Violations Policy:

Service disruptions, rule violations or dangerous behavior (Verbal or physical abuse toward a RTC ACCESS employee or rider) while traveling on a RTC ACCESS vehicle may result in suspension of paratransit service. When a rule violation occurs, RTC shall make every effort to work toward resolution by identifying the problem and, if appropriate, working with the passenger to find an alternative solution to 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.

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.

Service Suspension Appeal Procedures:

You can appeal the decision. If you dispute a suspension under this policy, you have the right to file an appeal. **Appeal requests may be filed by the deadline per the instructions included with your notice of suspension.** If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

Please note: RTC ACCESS Policies and Procedures are subject to change. Passengers will be notified of changes through passenger notices and/or other RTC public announcements. Please make sure RTC ACCESS always has the passenger's current address, telephone number, and e-mail address (if applicable).

QUESTIONS & COMMENTS

We want to hear from you. Please contact RTC ACCESS Customer Service online at rtcwashoe.com/about/contact via phone 775-348-0477 or TTY/ASCII/HCO: 800-326-6868 to ask a question or leave us your comments, complaints, suggestion or recommendations.

If you prefer, you can write to:
Regional Transportation Commission
P.O. Box 30002 Reno, NV 89520-3002
Attn: RTC ACCESS

e-mail us at rtcaccessapplication@rtcwashoe.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.

NOTES

RTC ACCESS IMPORTANT NUMBERS

RTC ACCESS CUSTOMER SERVICE

775-348-0477

RTC ACCESS TRIP RESERVATIONS

775-348-5438

Monday through Friday 6 a.m. – 6 p.m.

Weekends & Holidays 9 a.m. – 6 p.m.

RTC ACCESS LOST & FOUND

775-348-5438

RTC ACCESS PARATRANSIT ELIGIBILITY

775-348-0477

FREE TRAVEL TRAINING

775-348-0477

RTC RIDE Fixed-Route (Bus) Information

775-348-RIDE (7433)

For Hearing or Speech Assistance, dial 7-1-1 to use Hamilton Relay in Nevada or call one of the toll free numbers below:

TTY/ASCII/HCO: 800-326-6868

Voice: 800-326-6888

Spanish: 800-877-1219

STS: 888-326-5658

Visit our website at rtcwashoe.com