

RTC ACCESS RIDER'S GUIDE 2025

REGIONAL TRANSPORTATION COMMISSION OF WASHOE COUNTY'S ADA PARATRANSIT 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 the time (ADA regulations for paratransit may be found under 49 CFR Part 37).

ADA complementary service applies to “standard” or “regular” fixed route bus service. It does not include commuter bus or rail service, dial-a-ride (FlexRIDE), 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.

You can access and download a digital copy of this guide at rtcwashoe.com. If you require alternative accessible formats or translations (such as Chinese, Spanish, or Tagalog), please contact RTC Customer Service at 775-348-0477.

OVERVIEW OF SERVICES

RTC ACCESS is a shared-ride public transportation service for individuals with disabilities who are unable to use RTC RIDE fixed-route buses due to their disability. Eligible riders can make reservations up to three days in advance (up until 5 p.m. the day before the trip).

Because this is a shared-ride service, your travel time may be similar to that of a fixed-route bus, and you may not travel directly to your destination, as the vehicle may stop to pick up or drop off other passengers along the way.

In order to receive services, all RTC ACCESS passengers must be certified through an eligibility process. For 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 their functional ability to use RTC's accessible fixed route bus service (RTC RIDE) is impaired due — specifically — to a disability.

People with disabilities who can reasonably use the RTC RIDE fixed route 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 vehicle operator to show it to you.

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

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

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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 exit 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 driveway, 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 “RTC ACCESS Vehicle Operator Responsibilities” section of this guide.

SERVICE AREA

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

Interactive ADA Service Area maps are available on RTC’s website at www.rtcwashoe.com by selecting the Paratransit and Accessibility 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 the RTC ACCESS service area, service days, and service hours. Preceding any service change, public hearings are held to gather passenger input. Please visit the RTC's website at 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 service.

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 (an "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.

Vehicle 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 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 card. 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 RTC Customer Service at 775-348-0477.

Using RTC RIDE Fixed Route Buses:

Your RTC ACCESS ID card allows you to ride RTC RIDE fixed route transit buses for 75¢. Just show the RTC RIDE fixed route coach operator your RTC ACCESS ID card when you board. Attendants ride free on RTC RIDE fixed route when accompanying someone with “Attendant” on their RTC ACCESS ID card.

TRIP RESERVATIONS

- Reservations may be made up to three days in advance (up until 5 p.m. the day before the trip).
- To book a trip, call RTC ACCESS Trip Reservations at 775-348-5438.
- The reservation line is open **7 days a week, 8:00 AM to 5:00 PM.**
- Trips are scheduled on a first-come, first-served basis. We recommend booking early to ensure availability.

Important Notes:

- All trip reservations, changes, or cancellations must be made through RTC ACCESS Trip Reservations.
- Drivers cannot book, cancel, or modify trips for you.
- For emergencies, call 911—do not call RTC ACCESS.

Making a Reservation:

When you call RTC ACCESS Trip Reservations 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.

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 timeframe during which a passenger can expect the pickup to occur.

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 includes arrival time; IF YOU ARE GOING TO AN APPOINTMENT, GIVE THE APPOINTMENT TIME.
- The pick-up street address, apartment number and city along with any 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 an Attendant or service animal.)

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.

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 reservation agent at 775-348-5438.

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 an 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, call RTC ACCESS Trip Reservations at 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. 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 have the option to cancel trips via:

- The automated cancellation mailbox at 775-348-5438, selecting option 3.

- RTC ACCESS Trip Reservations at 775-348-5438, choosing option 1 (available 7 days a week from 8 am to 5 pm).
- RTC ACCESS Mobile Application.

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. See the “No-shows and Late Cancellation” 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 timeframe 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 Trip Reservations at 775-348-5438.

Pick Up and Drop Off Locations:

Vehicle 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-shows and Late Cancellation” section of this guide.

Vehicle 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 vehicle 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 vehicle operator will assist the passenger from the vehicle.

SUBSCRIPTION TRIP SERVICE

If passengers 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 Trip 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 vehicle operator, a specific service provider, or a specific vehicle type. To request or make changes to Subscription Trip Service contact RTC ACCESS Trip Reservations at 775-348-5438.

Requesting Subscription Trip Service:

The Subscription Trip Service is granted on a space-available basis and is not always available when a request is submitted. Passengers should continue to book trips through RTC ACCESS Trip Reservations until approval or denial of the request for Subscription Trip Service.

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/late cancellation.

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

Passengers should cancel any unneeded individual trips through RTC ACCESS Trip Reservations as far in advance as possible, but no later than one (1) hour in advance of the pickup window, to avoid a no-show/late cancellation.

Subscription Trip Service is Automatically Cancelled on RTC Holidays (except for dialysis subscription trips):

Passengers who need a ride on an RTC holiday must schedule it through RTC ACCESS Trip Reservations up to three days in advance (up until 5 p.m. the day before the trip).

The following are RTC holidays:

- New Year's Day
- Martin Luther Jr. Day
- President's Day
- Memorial Day
- Juneteenth Day

- Independence Day
- Labor Day
- Nevada Day
- Veterans Day
- Thanksgiving Day
- Family Day (The day after 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 who provide necessary assistance to some passengers. Only responsible individuals may serve as attendants. RTC ACCESS requests that any Attendant accompanying a passenger be included in the trip request. Use of an attendant will also be noted in the client file for the Reservationists awareness. Attendants ride free on RTC ACCESS when accompanying passengers utilize an attendant. It is your responsibility to arrange for an attendant if you need one.

Companions are friends, family, or significant others (of any age) that 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.

WHEELCHAIRS AND MOBILITY DEVICES

RTC ACCESS vehicles can safely accommodate a wide range of mobility devices. Mobility devices are noted on all passenger accounts, and passengers should always update RTC ACCESS 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 vehicles and lifts can accommodate wheelchairs and scooters up to 70 to 73 inches long and 34 inches in width, with a maximum weight of 800 to 1,000 pounds when occupied. Mobility devices that exceed these dimensions may still be accommodated when it is safe to do so and when the vehicle's physical capacity allows. RTC can refuse transport of an individual's wheelchair and/or mobility device if it is determined that it inhibits legitimate safety requirements for the safe operation of the vehicle.

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 during every trip on an RTC ACCESS vehicle. Vehicle operators are responsible for ensuring that mobility devices are properly secured.

RTC ACCESS always requires the use of a lap belt or seatbelt 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 RTC ACCESS Paratransit Eligibility 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:

RTC ACCESS vans are equipped with passenger lifts designed to aid passengers in boarding and disembarking from the vehicle, while also safely accommodating various mobility devices. RTC ACCESS is committed to transporting any mobility aid and its user, provided that the lift and vehicle can safely support them. Additionally, certain vehicles are capable of securely fastening a foldable 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 vehicle operator know.

Please follow these simple safety steps when using the lift:

- Power off any electric mobility device 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.
- Vehicle operators are not authorized to ride with passengers on the lift.

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 vehicle operator will assist with mobility devices (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 if it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secure. Passengers must ensure that there is an adequate oxygen supply ($\frac{3}{4}$ or full) before boarding. Vehicle operators 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 animal will be treated according to the “Passenger Behavior and Rule Violations” section of this guide.

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 RTC ACCESS Trip Reservations that they will be traveling with a service animal.

TRANSPORTING PASSENGER ITEMS

Vehicle operators are primarily responsible for the safety of the passengers, not their belongings. Passengers are permitted to carry only the number of bags that they are able to manage independently without the assistance of the driver. Drivers are not required to assist passengers 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 passenger 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 a safe and comfortable ride. We reserve the right to deny service when passengers 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 vehicle operators 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 are 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 vehicle are at risk of being injured from unexpected movements or stops. Please stay alert for the best possible experience.
- RTC ACCESS will not transport passengers under the influence of alcohol/illegal drugs.
- Please refrain from playing music or using electronic devices while riding.
- Please be considerate of fellow passengers with chemical sensitivities by limiting the use of colognes and perfumes.
- Personal Hygiene: Passengers 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 at 775-348-0477 for 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 vehicle 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 vehicle 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 by a supervisor or dispatch.
- Always be courteous and respectful.

Vehicle operators are prohibited from:

- Entering past the front entrance of a public building.
- Entering a passenger's residence or lock/unlock the door.
- Leaving vulnerable passengers unattended in a vehicle.
- Losing sight of their vehicle.
- Maneuvering a wheelchair up more than one step.
- Ride with passengers on the lift.
- 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.

NO-SHOWS AND LATE CANCELLATIONS

RTC has made a commitment to provide high quality, specialized public transportation for people with disabilities. To serve as many people as possible, it is important that the rides reserved are the rides taken. A ride not used can result from either a no-show or a late cancellation.

Under ADA paratransit service regulations, it is the passenger's responsibility to cancel all trips that will not be used. RTC ACCESS ride cancellations must be made at 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/late cancellations and can result in service suspensions. By canceling at least 1 hour before your pick-up time, the

RTC ACCESS vehicle can be rescheduled to pick up another passenger. 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/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 an RTC ACCESS error.

Violations and Suspensions:

Passengers who “establish a pattern or practice” of no-shows/late cancellations may face suspension of service - 49 CFR §37.125(h). The following constitute no-shows/late cancellations:

- 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 1 hour or less from the beginning of the 20-minute window trip time (also known as a late cancellation).
- When a “Do Not Leave Alone” passenger’s caretaker is not present to receive them at the time of drop off.

A no-show/late cancellation “Violation” will be deemed to have occurred when a passenger reaches three no-shows/late cancellations in one calendar month, and the number of no-shows/late cancellations total 10% or more of their trips in that calendar month. RTC will track no-shows/late cancellations each month to determine if there was a Violation in the previous month.

For those passengers who have a Violation in a month or Violations in successive months, the following progressive action will be taken:

- 1st Violation: Letter of Warning
- 2nd Violation: 7-day suspension
- 3rd Violation: 14-day suspension
- 4th Violation: 21-day suspension
- For the 5th and every subsequent violation, RTC staff will review the violation to determine an appropriate suspension. Any violations of

the No Show and Late Cancellation policy will not last longer than thirty (30) days.

The timeframe for determining the number of successive Violations is one calendar year beginning on January 1st of every year. On January 1, each passenger will be deemed to have zero (0) Violations regardless of the number of Violations in the previous calendar year.

In the event of a suspension, RTC ACCESS will provide rides for a medical service appointment that occurs during any suspension period, but no additional ride(s) will be allowed.

Notifications and Appeals:

Each passenger's no-shows/late cancellations are reviewed at the end of each calendar month. Notification letters are sent to individuals to make them aware of their Violation(s) and the number of no-show/late cancellations. These letters also provide information about the dates when the passenger service will be suspended, if any.

The notification shall inform the passenger of the reason(s) for the proposed no-show/late cancellation service suspension and shall state that the passenger has a right to appeal. See the "Suspension Appeal Process" section in this guide. If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

PASSENGER BEHAVIOR AND RULE VIOLATIONS

The following are the procedures for disciplining ADA-eligible passengers who exhibit violent, seriously disruptive, or illegal behavior while utilizing RTC ACCESS service, as well as those who pose a "direct threat" to the health and safety of others. 49 CFR §37.5(h). According to the rules outlined below, RTC reserves the right to immediately refuse service to an individual when necessary to protect the health and safety of other passengers or RTC ACCESS employees.

The definition of "direct threat" is intended to be interpreted consistently with the parallel definition in the Department of Justice regulations. That is, 49 CFR Part 37 does not require a public entity to permit an individual to

participate in or benefit from the services, programs, or activities of that public entity when that individual poses a direct threat to the health or safety of others. FTA emphasizes that the definition of direct threat refers to a direct threat to other individuals and not to the person with the disability.

Prohibited behavior and rule violations include:

- Destruction of RTC ACCESS vehicles, furnishings, and facilities is prohibited. Obstructing emergency exits, tampering with windows and doors, and throwing objects or substances into an RTC ACCESS vehicle is strictly prohibited.
- Behavior that interferes with the safe operation of the vehicle: seriously unruly, seriously disruptive, threatening, or frightening to others—making excessive and unnecessary noise, defiant behavior, or using profanity.
- Attempting to use physical force against another person or intentionally placing another person in reasonable apprehension of immediate bodily harm. Willful and unlawful use of force or violence upon a person.
- Interfering with a vehicle operator's ability to operate a transit vehicle or unauthorized operation (or attempt to operate) an RTC ACCESS vehicle.
- Behavior that could pose a danger to the health, safety, or wellbeing of oneself, the vehicle operator, other passengers, or RTC personnel. Health-related conditions or conduct impacting public health; examples include but are not limited to COVID-19 or exposure to COVID-19, bed bugs, TB, or other contagious conditions, spitting, urinating/defecating, vomiting, discharge of bodily fluids, open wounds. Any passenger, including passengers with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring.
- Verbal or sexual harassment (extreme foul language, slurs that are targeted at a protected class). Obvious verbal harassment behaviors include things like threatening, yelling, insulting, or cursing at a victim in public or in private. Targeting individuals belonging to a protected class (race, sex, religion, national origin, age, color, disability, genetic information, or political affiliation) is strictly prohibited by law.

- Threatening/abusive telephone calls; intentionally tying up telephone lines.
- Carrying a weapon without a license or carrying other inherently dangerous items, including explosives, acid, flammable liquid, or toxic or hazardous material.
- Any criminal conduct.

When a rule violation occurs, RTC will 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.

Violations and Suspensions:

The following disciplinary procedures of due process will be followed before denying RTC ACCESS service to any individual. All incidents will be carefully and completely documented and all communications to the individual will be in an accessible format, where appropriate or necessary.

In the case of behavior and rule violations that do not require an immediate suspension, RTC ACCESS management will use the following procedures:

- 1st offense: RTC ACCESS management will communicate verbally with the individual explaining the infractions and requesting corrective action. This verbal session will also include an opportunity for the individual to respond. 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.
- 2nd offense: RTC ACCESS management issues warning notification letter informing passenger of incident and advising of RTC ACCESS rules and further informing that if another incident occurs, sanctions will be imposed.
- 3rd offense: 7-day Suspension. RTC ACCESS management may also require an Attendant to travel with the passenger until a pattern of safe/appropriate behavior can be demonstrated. RTC ACCESS management issues suspension letter notifying passenger of incident, advising of RTC ACCESS rules and informing of the dates of service suspension and condition(s) for service reinstatement.

- 4th offense: 14-day Suspension. RTC ACCESS management may also require an Attendant to travel with the passenger until a pattern of safe/appropriate behavior can be demonstrated. RTC ACCESS management issues suspension letters notifying passenger of incident, advising of RTC ACCESS rules and informing them of the dates of service suspension and condition(s) for service reinstatement.
- Subsequent offenses: 30-day Suspension (subject to RTC ACCESS's Service Suspension and Appeals Process). RTC may impose further suspensions up to and including refusal of service will be determined at the exclusive discretion of RTC Director of Public Transportation and Operations and/or their designee. RTC ACCESS management provides a suspension letter notifying passengers of the incident, advising of RTC ACCESS rules, and informing them of the dates of service suspension and condition(s) for service reinstatement.

In case of behavior and rule violations that require an immediate suspension of service, a verbal notice shall be promptly followed by a written or accessible format notice. The written notice to the passenger will provide specific details regarding the reason for the proposed action and describe the proposed suspension.

The written notice of any service suspension will also inform the passenger of their right to an administrative review and appeal and provide instructions on how to request them. See the "Suspension Appeal Process" section in this guide.

SUSPENSION APPEAL PROCESS

You can appeal a service suspension. If you dispute a service suspension, you have the right to file an appeal. If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

The following are the steps for requesting an appeal hearing and the procedure for the appeal process.

1. Appeals must be filed within 15 calendar days of the date of your notice of service suspension. You may contact RTC ACCESS stating your intent to appeal and the reasons for your appeal to:

Mail:

Regional Transportation Commission of Washoe County
Attn: RTC ACCESS Appeals
1105 Terminal Way
Reno, NV 89502

Telephone: 775-348-0477 option 2

Email: RTCAccessApplication@rtcwashoe.com

Fax: 775-348-3261

2. Once a request for an appeal has been made, RTC ACCESS management shall: (1) form an appeal committee; (2) promptly advise the appeal committee the request for an appeal; (3) determine whether the passenger requests a hearing or not, and if the passenger requests a hearing, coordinate a hearing date, time, and location with the applicant and the appeal committee, and so notify the parties in writing; and (4) reserve sufficient time for the hearing.
3. The appeal committee will consist of individuals not involved in the original decision.

The appeal committee will:

- Conduct a hearing within 15 calendar days of the passenger's request to uphold or overturn the service suspension decision or, modify the suspension determination.
- The appeal committee shall notify the individual of its decision and the reasons for its decision in writing, not later than 15 calendar days after the date of the appeal hearing, including the date of the hearing. Or, if the individual declined a hearing, the appeals committee shall notify the individual of its decision and the reasons for its decision in writing not later than 15 calendar days after the date the appeals committee reviewed and considered the matter. The decision of the appeals committee is final.
- If no decision is made on an appeal of service suspension determination within 15 calendar days of the date of the appeal hearing, or within 15 calendar days of the date of the appeals committee's consideration without the attendance of the appellant, the appellant will be eligible for RTC ACCESS service beginning the 16th day, until and unless a decision otherwise is rendered by the appeals committee. RTC ACCESS management shall immediately inform the individual that he/she is presumptively eligible for RTC ACCESS service first by telephone and then follow up with a written communication to the individual's last known address of record.

The service suspension appeal process is unrelated to eligibility and will not be used for contesting established RTC policies.

Please note: RTC ACCESS policies and procedures, including this riders' guide, 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).

RTC ACCESS Contact Information

Paratransit Eligibility*Customer Service***FREE Travel Training**

Phone: 775-348-0477

Trip Reservations

Phone: 775-348-5438 (Press 1)

Available 7 days a week (including holidays), 8 a.m. – 5 p.m.

Lost & Found

Phone: 775-348-5438 (Press 1)

Automated Cancellation Mailbox

Phone: 775-348-5438 (Press 3)

RTC RIDE Fixed Route (Bus) Information

Phone: 775-348-7433

COMMENTS

Phone: 775-348-0477

Mail: Regional Transportation Commission

1105 Terminal Way

Reno, NV 89502

Attn: RTC ACCESS

Email: rtcaccessapplication@rtcwashoe.com

Website: rtcwashoe.com

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
- VCO: 800-326-4013