

## Para Transit Services and Fares

- Para Transit service areas are defined as 3/4 of a mile beyond the outer most bus stops of each community.
- Reservations must be made Monday through Friday.
- You must call before noon on the business day prior to the trip date, i.e. for a ride on Saturday, Sunday, or Monday, you need to call before noon on Friday.
- You will be asked to provide names of passengers, exact addresses and phone numbers of pick-up and drop off locations.
- Fare for local Paratransit travel is \$2.00 each way \$4.00 roundtrip.
- Certified PCAs travel for free, only while traveling as a PCA. For qualification as PCA, see general policies.
- A companion fare is the same as the Paratransit passenger \$2.00 each way, \$4.00 roundtrip.
- Para transit services are offered during the same hours of operation as our fixed route service with 24-hours advance reservations.

Contact Silver Rider offices for Paratransit Certification.

<b>Laughlin</b>	<b>702-298-4435</b>
<b>Mesquite</b>	<b>702-346-7006</b>

## Silver Rider Transit

Southern Nevada Transit Coalition, Silver Rider offers Para Transit Service. The service is a shared ride, public transportation service for people with a documented disability who have been certified "para transit" by SNTC - Silver Rider or another major transportation system. All paratransit eligibility determinations are made by trained SNTC staff. For an appointment for certification, contact SNTC Silver Rider at (702) 298-4435 in Laughlin or (702) 346-7006 in Mesquite



The SNTC accepts all 711 Telecommunications Relay Service calls (TTY). SNTC provides a consumer guide available for anyone wanting additional information.

## Silver Rider Transit Office Hours

### Laughlin (702) 298-4435

260 E. Laughlin Civic Dr.  
Laughlin, NV 89029  
Monday—Friday  
8:00 am—5:00 pm

Email: [sntcsb@gmail.com](mailto:sntcsb@gmail.com)

**Reservations required at least 24 hours in advance of the trip date.**

### Mesquite (702) 346-7006

797 Hardy Way  
Mesquite, NV 89027  
Monday—Friday  
8:00 am—4:00 pm

Email: [sntcdl@gmail.com](mailto:sntcdl@gmail.com)

**Reservations required at least 24 hours in advance of the trip date.**

This information is available on alternate media.



**Para Transit Services**

<b>Laughlin</b>	<b>702-298-4435</b>
<b>Mesquite</b>	<b>702-346-7006</b>

## General Policies

- Personal Care Attendant (PCA) may ride free-of-charge when traveling with an individual certified as requiring a PCA. The need for a PCA will be determined during your evaluation appointment. Silver Rider will accept PCA's certified by another major transit system or add a certification if proper documentation is provided to our offices.
- At the time the reservation is made, let the customer service representative know if you will be traveling with a companion, a PCA or both.
- This is a shared ride service.
- Be ready for your pick up time at least 15 minutes early.
- No large boxes, TV's, desks, appliances, etc.
- Driver is not responsible to load or unload packages.
- Service is NOT "Door through Door."
- Silver Rider reserves the right to decline transportation to any passengers with any re-occurring history of cancellations and/or no shows. See the paratransit violation policy in this brochure.
- Passengers who require medication or oxygen at regular intervals should plan accordingly.
- Children under six years old must be accompanied by a responsible party. Children under six years who weigh less than 60 pounds must be secured in an approved child safety seat provided by the customer. For safety reasons, children capable of sitting on their own must sit in a seat and not on an adult's lap.

## General Policies (cont)

- Service animals are welcome and ride free of charge. Service animals must sit on the floor or on the passenger's lap. They may not occupy a passenger seat nor come into contact with the seat. All other animals must be in a secure cage in order to board the Paratransit vehicle. A disruptive service animal will be asked to be removed. A service animal deemed disruptive may not be able to board the Paratransit vehicle in the future. This determination would be made case by case.



### Illegal and Disruptive Passenger Behavior

The SNTC has established an Illegal and Disruptive Passenger Behavior Policy to address the safety and well-being of customers, passengers, and staff of Silver Rider. This policy is in effect in and around vehicles and facilities owned and/or operated by or on behalf of the SNTC/Silver Rider.

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

## Silver Rider Transit Non-Discrimination Policy

The SNTC does not discriminate on the basis of disability in admission or access to its programs, services, or activities; in treatment of individuals with disabilities; or in any aspect of SNTC operations.

If you have reason to believe that a client, customer or citizen may need auxiliary aids and services to access a SNTC program, service, or activity, advise the person that such assistance will be provided when appropriate and will be free of charge.

This offer and advice must also be made when a client, customer or citizen, due to a visual, hearing or speech impairment, requests an auxiliary aid or service for self (or on behalf of any other qualified individual) in seeking access to SNTC services. Any questions or complaints regarding compliance are to be directed to our attention:

Safety and Security  
260 E. Laughlin Civic Dr.  
Laughlin, NV 89029  
702-298-4435



## Violation Policy

To cancel a trip in Laughlin contact 702-298-4435. To cancel a trip in Mesquite, contact 702-346-7006.

A "no show" occurs when a client is not at the pickup location ready to board the vehicle within five minutes of the vehicle's arrival. Each no show is counted as one (1) penalty point.

A "cancel at the door" occurs when the driver arrives at the pickup location and the client informs the driver that he/she will not be riding the bus that day. Each cancel at the door is counted as one (1) penalty point.

In any 30-day period, any client who has "no showed" or "cancelled at the door" at least 10% of the total trips booked in that 30-day period, will receive a suspension notice.

Additionally, to ensure suspension only applies to riders who have an established pattern or practice of scheduling trips and not taking them, a client must accumulate three (3) or more penalty points to receive a suspension. A client will be subject to suspension only if both the minimum 10% of trips scheduled were "no showed" or "cancelled at the door" and the minimum number of penalty points are reached during the 30-day period.

The length of a client's suspension will be as follows:

- For a first violation within a calendar year, a client receives a warning letter
- Second violation: 7-day (1 week) suspension
- Third violation: 14-day (2 week) suspension
- Fourth violation: 21 -day (3 week) suspension
- Fifth violation: 28-day (4 week) suspension
- Subsequent violations will increase by a week for each violation

Violations of this policy will result in suspension per the above schedule. If a no show or cancel at the door is due to circumstances beyond your control, please call SNTC – Silver Rider at 702-298-4435 to explain the circumstance and request the review or removal of the no show or cancel at the door points. SNTC management will review the client's record and notify the client of the decision regarding the request for removal of prior points assessed.

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