

Silver Rider Transit

Southern Nevada Transit Coalition (SNTC) has developed a complementary Para Transit Service. The service was developed as a shared ride, public transportation service for people with a documented disability who have been deemed a “para transit” passenger by another major transportation system and is someone who functionally can not independently use the SNTC fixed route service.



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

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



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

**24 Hour Reservations required
in advance.**

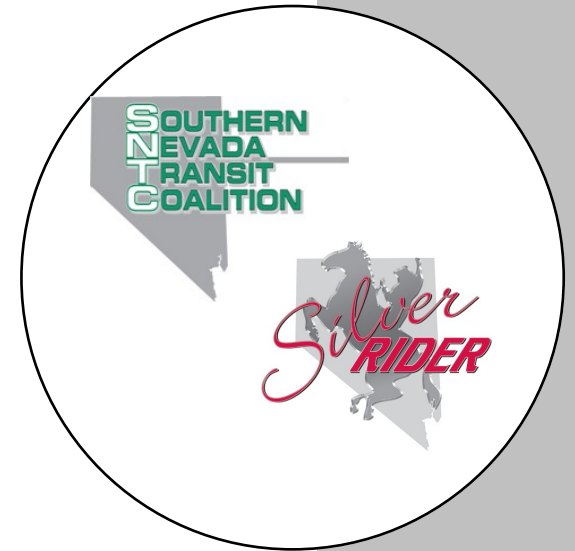
Mesquite (702) 346-7006

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

Email: sntcdl@gmail.com

**24 Hour Reservations required
in advance.**

This information is available
on alternate media.



**Complementary
Para Transit
Services**

Laughlin	702-298-4435
Mesquite	702-346-7006

General Policies

- Personal Care Attendant (PCA) may ride free-of-charge when accompanying 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.
- Let the customer service representative know at the time the reservation is made if you will be traveling with a companion, a PCA or both.
- 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.

General Policies (cont)

- 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.
- 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.

General Policies (cont)

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.



Para Transit Services and Fares

- In Laughlin Para Transit Services are available 24 hrs a day, 365 days a year. In Mesquite Para Transit Services are available 18 hrs a day, 365 days a year.
- 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 before you would like to travel, 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.
- A companion fare is the same as the Paratransit passenger \$2.00 each way.

**Contact Silver Rider offices for
Paratransit Certification.**

Laughlin	702-298-4435
Mesquite	702-346-7006