RTC ADA PARATRANSIT FREQUENTLY ASKED QUESTIONS (FAQs)

WHAT RTC ADA PARATRANSIT FARE CHANGES WILL OCCUR JULY 1, 2013?
Effective July 1, 2013, the RTC ADA Paratransit Unlimited Monthly Pass will change to either a 46 single ride paperless pass for $80 or a 22 single ride paperless pass for $40 per calendar month. Additional rides may be taken at a charge of $3 per ride. Please visit rtcnv.com or speak with a Customer Service Representative for more information regarding Paratransit fare options.

WHY ARE THESE CHANGES TAKING PLACE?
The RTC’s Board of Commissioners voted at its May 17, 2012 meeting to adopt staff recommendations on the fare adjustment. The RTC is primarily funded through sales tax revenue. Staff continuously evaluates our budget, routes, fares and schedules and makes recommendations to ensure that we are operating an efficient and effective transportation system that is within our budget. The fare adjustments will be implemented to address budget constraints that the agency had experienced due to the economic downturn that affected our entire community. The decision to adjust fares came after a 60-day public comment period. The original proposal included greater fare increases, but the RTC made adjustments to the proposal based on public input.

AM I STILL RECEIVING A DISCOUNT WITH THE NEW PAPERLESS PASS PROGRAM?
Yes. The average cost under the paperless pass program equates to $1.74 - $1.82 per ride.

WHEN CAN I BEGIN TO PURCHASE THE 46 RIDE AND 22 RIDE PAPERLESS PASSES?
Customers may begin purchasing passes on Monday, June 17, 2013.

CAN I REQUEST A REFUND IF I DON’T USE ALL OF MY 46 OR 22 RIDES?
Concurrent with the existing pass program, paperless passes are non-refundable.

CAN I CARRY OVER UNUSED RIDES FROM MY PAPERLESS PASS TO ANOTHER MONTH?
Unused rides purchased for a calendar month cannot be carried over to another month.
WHEN IS MY PAPERLESS PASS VALID AFTER I PURCHASE IT?
Concurrent with the existing program, regardless of which day of the month 46 ride or 22 ride paperless pass is purchased, it will activate on the first day of the month, or if purchased after the month has begun, it becomes valid starting the following day and will expire the last day of the calendar month at midnight. If purchasing by mail or online, please provide 7-10 days for processing. For questions on processing, customers may call 702-228-4800.

HOW MANY MONTHLY PAPERLESS PASSES CAN I PURCHASE AT ONE TIME?
Customers can purchase up to three months’ worth of passes in advance. The paperless pass for each month is valid for the calendar month it was purchased and number of rides (46 or 22) the customer purchased. Additional rides can be purchased independently as a single ride when boarding the vehicle or as a 4-ride or 10-ride coupon booklet, all valued at $3 per single ride.

CAN I RECEIVE PRINTED COUPONS CONSIDERING THE NEW PROGRAM CHANGES?
Printed coupons are only available when 4-ride or 10-ride booklets are purchased. Coupons are not provided for the paperless pass.

CAN I USE ONE OF MY 46 OR 22 RIDE PASSES FOR A COMPANION?
Concurrent with the existing pass program, a companion cannot use a ride from a customer’s 46 or 22 ride paperless pass. However, customers wishing to purchase a ride for a companion can do so at $3 single ride base fare (one-way) when boarding the vehicle or by purchasing a 4-ride or 10-ride coupon booklet in advance.

CAN I RECEIVE A REFUND FOR UNUSED RIDES IF MY SERVICE IS SUSPENDED?
Suspended service occurs when a rider has violated a RTC Paratransit policy. The RTC is not responsible for a rider’s violation of policies and therefore is not required to refund customers as a result.

WHAT ALTERNATIVES DO I HAVE OTHER THAN RTC PARATRANSIT SERVICES?
There are non-profit organizations that provide transportation services to seniors and persons with disabilities. Requirements to use these services vary. For more information, visit rtcsnv.com or call 702-228-4800. RTC Paratransit customers can also ride fixed route for free.