

Rider Rules

The RTC's goal is to provide a safe, comfortable commute for individuals. To ensure a pleasant commute for all, please observe the following rules:

- Seatbelts are strongly suggested for passengers.
- No eating is allowed on the vehicle, and drinks must be in spill-proof covered containers
- Smoking is prohibited on the vehicle
- Proper attire, including shirts and shoes or appropriate foot coverings, is required on the vehicle
- Personal music devices are allowed with head phones as long as the sound is not audible to others
- Please do not distract the driver while the vehicle is in motion
- Medication(s) and other personal belongings are the responsibility of the rider to plan for when riding Silver STAR
- Please arrive at the stop 10 minutes before the listed time.



Please call (702) 228-4800 to request the newsletter in an alternative form.

SILVER STAR

*Specialized Transportation
Access Routes*

Riders Guide

**For more information call
702-228-RIDE (7433).
or visit rtcsonv.com
Se habla español.**

*Specialized
Transit Service
for
Southern
Nevada*

**SEPTEMBER
2015**



TDD 702-676-1834



Carry-on Bag Policy

Due to space limitations and the time it takes to board the vehicles the number of shopping bags is restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle.

Shopping Cart Policy

Shopping carts or any type of equipment used to assist with transporting packages, groceries, clothing or other items are allowed on a limited basis. When space is limited, priority must be given to wheelchair passengers. Carts can be no larger than 30" high by 18" deep by 18" wide.



Last Service Run

Please plan your trip accordingly as the last scheduled service run of the day may not return you to your destination, depending on where and when you board. For assistance with planning a trip on Silver STAR, contact Customer Service at (702) 228-RIDE (7433).

Illegal & Disruptive Behavior Policy

The RTC established an Illegal and Disruptive Behavior Policy to address the safety and well-being of customers, passengers, and staff of the RTC and its contractors. The policy defines categories of illegal and disruptive behavior and the consequences for such behavior. It's in effect in and around vehicles and facilities owned and/or operated by or on behalf of the RTC, including all RTC fixed route service, RTC ADA Paratransit Services, Silver STAR and FDR senior transportation service, and other services.

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

Holiday Service

Silver STAR routes do not run on the following holidays if the holiday falls on a designated service day: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

Rider Courtesy

Silver STAR is a shared ride service, so please be courteous to other passengers and drivers. Silver STAR drivers are essential to providing a safe and convenient service, so treat drivers kindly and with respect, and refrain from listening to loud music or eating/drinking on the vehicle. Rude conduct can border on disruptive behavior and the customer could potentially lose riding privileges. Any customer issues should be directed to RTC Customer Service at (702) 228-RIDE (7433).

