



600 S. Grand Central Parkway | Suite 350, Las Vegas, NV 89106

rtcsnv.com | 702.676.1500 |     

RTC Veterans Medical Transportation Network Disclosure Notice

I, (*print name*), acknowledge that by participating in the RTC Veterans Medical Transportation Network, I understand and agree to the following terms of the program:

- The RTC reserves the right to modify or cancel the program at any time.
- Program participants must retain current RTC Paratransit Certification status, at all times, to use VMTN Paratransit service.
- The Veterans Medical Transportation Network will operate in conjunction with all existing RTC services and will have no effect on RTC paratransit eligibility.
- The Veterans Medical Transportation Network will operate within the existing RTC paratransit service area.
- Eligible participants will only include qualified veterans. Dependents or companions will need to pay for RTC transportation using traditional fare.
- The Veterans Medical Transportation Network is a supplemental service provide wholly by the RTC, and VMTN service is not mandated by ADA law.
- Participants are provided with free VMTN paratransit rides each month. These rides are intended for transportation to and from VA approved medical appointments only, and all other paratransit rides will be charged at the standard fare of \$3 per ride.
- Rides will be booked through RTC Customer Care Center at (702) 678-8387.
- Participants agree to abide by RTC policies where applicable.

A signed copy of this disclosure must be received by the RTC Veterans Transportation project manager prior to continued participation in the program. The notice can be emailed to VMTN@rtcsnv.com or mailed to:

RTC of Southern Nevada
600 S. Grand Central Pkwy. Ste.350
Las Vegas, NV 89106
Attn: RTC Veterans Medical Transportation Network

Customer Signature

Date



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KEEP THIS PAGE FOR YOUR RECORDS

IMPORTANT INFORMATION ABOUT YOUR VETERANS PARATRANSIT SERVICE

On behalf of the Regional Transportation Commission of Southern Nevada (RTC), we are reaching out with a reminder that the **RTC Veterans Medical Transportation Network (VMTN) Paratransit Transportation Program** provides service ***Monday through Friday***, and does not operate on weekends or the federal holidays listed below.

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

RTC Customer Care is available to book your rides from 7AM to 6PM Monday through Friday. VMTN rides will not be booked on weekend days (Saturday or Sunday) or federal holidays.

What does that mean for you as a VMTN rider?

Your transportation may be booked up to three days in advance by calling the VMTN Customer Care line at (702) 678-VETS (8387) or (702) 676-1834 (TDD), Monday through Friday.

It is important for you to know that if you need to book transportation for a Monday, you must contact Customer Care the Friday before. Subsequently, Tuesday trips must be scheduled the Monday before you wish to ride VMTN on a Tuesday.

Please feel free to contact RTC at (702) 678-VETS (8387), or email our team at VMTN@rtcsnv.com, if you have any questions or would like to provide feedback.

Sincerely,

RTC STAFF
RTC of Southern Nevada
600 S. Grand Central Parkway, Suite 350, Las Vegas, NV 89106