



# Veterans Medical Transportation Network for Senior and Disabled Veterans

Effective November 6, 2016

   [RTCSNV.COM](https://www.rtcSNV.com)



## ***What Is The Veterans Medical Transportation Network For Senior And Disabled Veterans (VMTN)?***

The Regional Transportation Commission of Southern Nevada established the Veterans Medical Transportation Network for Senior and Disabled Veterans (VMTN), working closely with the VA Southern Nevada Healthcare System (VASNHS), to assure that its resources are used for the benefit of veterans and their families. Medical transportation services will be afforded to veterans regardless of their financial status and without regard to their physical or cognitive disabilities, race or ethnicity in full conformance with the Olmstead Decision of the US Supreme Court. The use of community resources will support the White House Joining Forces Initiative that encourages Americans everywhere to do more to support the troops and their families.

VMTN provides effective and efficient transportation for veterans and accompanying dependents to and from medical appointments, such as VA clinics, primary care physicians and the Veterans Medical Center.



# Who Can Ride?

If you are eligible to receive treatment through the VA Southern Nevada Healthcare System (VASNHS), you are eligible for VMTN. You and your family members must have a valid ID or documentation at time of pickup, which must be shown to the driver before being transported.

## **Valid ID Cards Include:**

- *Veterans Affairs ID*
- *VA Healthcard*
- *Military ID · DD Form 214 (retirees)*
- *Military Dependent ID*
- *DD Form 1173 (dependents)*

Keep your information current and notify the VMTN of any change of address, phone number, emergency contact information or other applicable information.



# ***Registration For Transportation***

Registration does not require an in-person interview. The only requirement is that you must be eligible to receive Veterans Administration health care services. Registration can be done online at [rtcshv.com](http://rtcshv.com). To register, you will need the following information:

- *Your full legal name, including middle name or initial*
- *Home address or location where most trips will originate and where information should be sent (homeless veterans may provide referring agency information, if available)*
- *Date of birth*
- *Primary phone number*
- *E-Mail (optional)*
- *Special needs, such as mobility equipment or lift equipped vehicle*
- *Proof of disability (optional)*
- *Copy of valid military ID*
- *Copy of valid Driver's License*

## *Where Will This Service Take Me?*

Veterans and their caregivers, along with qualified dependents, can use the service for any medical appointment in the VMTN service area. The network provides transportation to:

- *VA Southern Nevada Healthcare System (medical center)*  
- *6900 N. Pecos Road*
- *Northwest Primary Care Clinic - 3968 N. Rancho Drive*
- *Southwest Primary Care Clinic - 7235 Buffalo Drive*
- *Southeast Primary Care Clinic - 1020 S. Boulder Highway*
- *Northeast Primary Care Clinic - 4445 E. Charleston Blvd.*
- *Mike O'Callaghan Federal Hospital - 4700 N. Las Vegas Blvd.*
- *Nellis Air Force Base at designated drop-off and pick-up areas only*

*\*When scheduling your reservation, please ask the representative where you may be dropped off at Nellis Air Force Base.*

Since Veterans and Department of Defense medical facilities may not provide for all medical needs, transportation is also available to other medical facilities throughout Southern Nevada including doctor's offices, hospitals and rehabilitation clinics, as approved by the VA.

**Please note:** VMTN transportation services are intended for medical use only. Unauthorized use of VMTN transportation services can result in suspension of service. RTC staff reserves the right to make the final determination regarding what qualifies as a valid medical use of this service.

# *Hours Of Operation*

Scheduling:

**Monday through Friday from 7 a.m. – 5 p.m.**

Hours of Transit Operation:

**Monday through Friday**

***First pick-up: 5:30 a.m.***

***Last pick-up: 5:00 p.m.***

(excluding federal holidays)

\*Cancellations can be made 24 hours a day,  
seven (7) days a week.

## *Contacting Customer Service*

The VMTN Call Center uses an automated phone system that is available 24 hours a day, 365 days per year, to receive any cancellations. Scheduling transportation must be done with a representative or online at [rtcsnv.com](http://rtcsnv.com).

Call Center: (702) 678-VETS (8387)



## ***Fares & Reservations***

There are no fares for those who qualify for VMTN. Reservations can be made Monday through Friday, between the hours of 7 a.m. – 5 p.m., by calling (702) 678-VETS (8387) or (702) 676-1834 (TDD) for hearing impaired. You may also schedule transportation online at [rtcsnv.com](http://rtcsnv.com). When making your reservation online, a representative will call or email you to confirm your transportation. Reservations may be made from one to 14 days in advance of the day of travel. Due to limited availability, the VMTN suggests a one week notice to ensure the availability of transport. If no capacity exists, we will retain your requested trip information until 24 hours prior to the day requested to enable us to continue to search for availability. If the trip becomes available, you will be contacted by one of our representatives via telephone. This one-call service allows clients to negotiate and receive ride information either while you wait or be called back by the service provider when a viable option is found.

## ***Reserving Transportation***

To schedule a ride, simply call **(702) 678-VETS (8387)**, and a representative will assist you. You may also schedule transportation online at [rtcsnv.com](http://rtcsnv.com). A representative will call or email a confirmation for your trip within two (2) business days. To schedule, you will need the following:

- *Your full name, including middle name or initial*
- *The date of your trip*
- *The exact street address, building or facility name, including the apartment, building, or suite numbers, for both pick-up and drop-off locations*
- *If available, a phone number for your destination and a gate code if applicable*
- *The type of mobility equipment you will be using*
- *The appointment time to be at your destination*
- *Whether someone will be traveling with you*

## **A few items to know while making your reservations:**

- *Rides may be one-way, round-trip, or multiple rides*
- *Once a ride has been scheduled, additional people cannot be added*
- *No changes can be made to any trips on the day of your scheduled ride*
- *A destination may not be changed after 5 p.m. on the day before your trip is scheduled*
- *Travel arrangements with more than one destination will be treated as separate trips and must be scheduled and cancelled separately*

VMTN representatives will do their best to accommodate the times you desire; however, alternate times may be offered. VMTN may negotiate the times of your trip based on capacity constraints. Its objective is to find the best transportation option available with you having to make only one call.

The VMTN is a demand service that functions on a first-come, first-served basis, and veterans must schedule all rides independently because the VMTN does not offer subscription rides. Veterans may schedule multiple rides per call, up to 14 days in advance.

Keep your information current and notify the VMTN of any change of address, phone number, emergency contact information or other applicable information.

## ***Gated Communities***

If a pick-up location is within a gated community, it is the veteran's responsibility to arrange entry for the vehicle. When scheduling a trip, please make sure to confirm your gate code with the representative. It is the veteran's responsibility to notify a representative of any changes to their gate code by calling (702) 678-VETS (8387) or (702) 676-1834 (TDD). If a vehicle is unable to enter the pickup area or the veteran fails to meet the vehicle outside of the community, and after the driver has waited five (5) minutes, the veteran may not be picked up and transported. Note that some gated communities may have designated pickup/ drop-off location(s). Please make sure to inform the representative of the pick-up/drop-off location(s).

# General Information

VMTN provides door-to-door service. The driver will call when he/she is on their way to you. Once there, the driver will come to your door to let you know that the bus has arrived. However, all drivers are required to keep our vehicles within their view at all times. There will be some locations and/or situations where the driver cannot leave the vehicle. When picking up or dropping off on private property, there are often designated areas where a driver is permitted to stop. In order for us to best serve you, it is necessary for you to wait for the vehicle at the marked stop.

Some examples of when door-to-door service cannot be provided are:

- *The area has a designated pick-up or drop-off location (the VMTN Customer Service Representative will advise you of this at the time of reservation).*
- *If the operator will lose sight of the vehicle.*

To serve the maximum number of veterans with its limited resources, VMTN will schedule rides with multiple passengers. This means you will be sharing rides with other persons. Please be a courteous rider. Riders who require medication or oxygen at regular intervals should be advised that their travel time could be approximately 90 minutes, depending on the distance traveled.

\*VMTN is a service provided through the RTC and is not affiliated with the VA

# Vehicles

The Customer Service representative is unable to tell you what type of vehicle will be used for your trip. All vehicles used for this service are required to display a VMTN sign on the vehicle. If you do not see the sign, ask the operator to show it to you.



# Cancellation Policy

Cancellations are taken very seriously at the VMTN. Even though we provide non-emergency transportation, it is our top priority to provide medically necessary transportation to as many veterans as possible. Therefore, we request that all cancellations are made no later than 5 p.m. on the day prior to the scheduled pick-up in order to ensure that the VMTN is able to utilize all of its limited resources towards providing as many veterans as possible with transportation to their medical appointments.

If you need to cancel your scheduled transportation, you must call (702) 678-VETS (8387) or (702) 676-1834 (TDD) in order to speak with a representative, or to leave a message regarding your cancellation. This call can be made 24-hours a day, 7-days a week.



# ***Customer No Show Policy***

A “No-Show” occurs when a customer does not board the vehicle within five minutes of the vehicle’s arrival or when a customer cancels a ride within the 30-minute ready window. Each No-Show is counted as one (1) penalty point.

A “Late Cancellation” occurs when a customer cancels a trip less than two hours before the start of the 30-minute ready window. Each Late Cancellation is counted as half (1/2) of a penalty point.

In any 30-day period, any customer who has “no-showed” or “late cancelled” at least 10% of those trips will receive a suspension notice. (A trip cancelled in accordance with our policy, i.e., more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, and the client will not receive penalty points.) Additionally, to ensure suspension only applies to riders who have an established pattern or practice of scheduling trips and not taking them, a customer must accumulate three (3) or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum 10% of trips scheduled were “no showed” or “late cancelled” and the minimum number of penalty points are reached during the 30-day period.

# ***Suspension Policy***

The length of a customer's suspension will adhere to the following schedule:

- Upon a **first violation** within a calendar year, a customer receives a warning letter.
- **Second violation:** 7-day (1-week) suspension
- **Third violation:** 14-day (2-week) suspension (Loss of Subscription)
- **Fourth violation:** 21-day (3-week) suspension (Loss of Subscription)
- **Fifth violation:** 28-day (4-week) suspension (Loss of Subscription)
- **Subsequent violations** will increase by a week (Loss of Subscription)

Violations of this policy will result in suspension, per the above schedule. If a no-show or late cancellation is due to circumstances beyond your control, please call the VMTN Customer Service department at (702) 678-8387 to explain the circumstance, and request the review and/or removal of the no-show or late cancellation. VMTN management will notify riders of all points assessed to their record. Prior to sending a suspension letter, VMTN management will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancellation that is found to be in error will be removed from the customer's account.

## ***You can Appeal the Decision***

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



# Rider Rules

The VMTN's goal is to provide a safe, comfortable commute for individuals traveling on its vehicles. To assure a pleasant commute for all, observe the following rules:

- *Seatbelts are required for passengers on vehicles, unless a medical doctor's note is provided.*
- *No eating is allowed on the vehicle, and drinks must be in spill-proof, covered containers.*
- *Smoking is prohibited inside the vehicle.*
- *Proper attire, including shirts and shoes or appropriate foot coverings, is required on the vehicle.*
- *Do not distract the driver while the vehicle is in motion.*
- *Planning for needed medication(s) and care of personal belongings is the responsibility of the rider.*





## ***Illegal & Disruptive Behavior Policy***

The VMTN established an Illegal and Disruptive Behavior Policy to address the safety and well-being of veterans, passengers, and staff of the VMTN. The policy defines categories of illegal and disruptive behavior and the consequences for such behavior. It is in effect in and around vehicles and facilities owned and/or operated by or on behalf of the VMTN or where applicable. The VMTN 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 VMTN looks at each violation individually.

# Service Animals

- *Service dogs are welcome (VA does not allow exotic pets in its facilities).*
- *A disruptive dog will be treated according to the Illegal and Disruptive Behavior Policy.*
- *Service dogs must sit on the floor or on the passenger's lap. They may not occupy a passenger seat. All other animals must be in a secure cage in order to board the vehicle.*
- *During hot weather, passengers may bring floor coverings for service animals.*

# Wheelchairs & Mobility Devices

When booking a trip, specify if you will be traveling with a wheelchair or mobility device. Every accommodation will be made to schedule your ride on an ADA accessible vehicle. Vehicle operators will assist veterans in boarding and exiting the vehicle as needed. All mobility devices such as wheelchairs, scooters and three-wheel carts must be secured in the vehicle and conform to ADA standards. When making a reservation, please make sure to specify if your mobility device is larger than a common wheelchair, so appropriate accommodations can be made.



## **Children**

- *Please specify to the representative that you will be traveling with a child under six years old. This will enable the representative to schedule your trip with the appropriate amount of reserved space on the vehicle.*
- *Children under six years old must be accompanied by a responsible party.*
- *Children under six years old or who weigh less than 60 pounds must be secured in an approved child safety seat provided by the veteran.*
- *Strollers must be collapsed to fit between the seat and the veteran. Non-collapsible strollers are prohibited.*
- *For safety reasons, children capable of sitting on their own must sit in a seat and not on an adult's lap.*

## **Caregivers & Companions**

A caregiver may ride when accompanying a VA eligible individual. One companion may also accompany an eligible rider. When scheduling your reservation, let the representative know if you will be traveling with a companion, a caregiver or both. Family members with appropriate identification cards may register for this service and travel independently of the veteran. All transportation services available to the veteran are available to registered dependents.

## **Lost & Found Policy**

Veterans who misplace an item(s) on a vehicle can call (702) 678-8387. You may be required to leave a message with a detailed description of the item and your contact information. It may take up to 24 hours to return your call. Please advise if you lost a wallet/purse, medication, keys, or other essential items so that we can attempt to expedite your request. Note that lost and found items are only stored for 14 days before they are donated to charity.

# Driver Services

Drivers will assist veterans who are unable to maneuver themselves from their door or designated pick-up location to the vehicle, provided it is safe for them to do so.

## **Drivers are allowed to:**

- *Maneuver your manual wheelchair if you need assistance from outside your door to the vehicle*
- *Lend a steady arm if you need assistance*
- *Provide directions or act as a sighted guide to/from vehicle if you are visually impaired; if you feel you need this type of assistance, please notify the scheduling representative and/or the driver*

## **Drivers are not allowed or required to:**

- *Operate or push your electric mobility device (for example, electric wheelchair or scooter)*
- *Operate or push your equipment up or down stairs or steep inclines*
- *Cross residential thresholds*
- *Lift or carry riders*
- *Carry packages or other items*
- *Lose sight of the vehicle*

Drivers are trained not to perform these activities. Do not make these requests of your driver.



# DVX Commuter Express Service

The RTC also offers transit service from downtown to the VA Medical Center via the Downtown & Veterans Medical Center Express (DVX), a commuter bus service which operates seven days a week between 5 a.m. and midnight. The DVX provides transit service from the Bonneville Transit Center (BTC) to the VA Medical Center with additional residential stops along the route. Service throughout the route is available to the public.

The VMTN is working diligently to transport as many veterans as possible to their needed locations throughout Las Vegas, Henderson, North Las Vegas, Boulder City and the Veterans Hospital. RTC fixed routes are a fare-paid service. With the exception of RTC certified ADA Paratransit and RTC Reduced Fare clients; VMTN passengers must pay the full required fare for all fixed route services.

## Veterans Reduced Fare Program

The RTC provides reduced fare (50% off full-fare pricing structure) to all eligible local US Armed Forces veterans. Upon providing proof of eligibility, local veterans will be issued an RTC Veterans ID card that will allow them to purchase reduced fare on all fixed route types. The Veterans ID card can be issued at the RTC Bonneville Transit Center (BTC) and be shown when purchasing reduced fare transit passes and swiped through the farebox when boarding.

### **Veterans reduced fare program**

#### **- proof of eligibility criteria:**

- *Veterans ID Card from the Veterans Administration (VA)*  
OR
- *DC Papers (DD214)*  
OR
- *Military Retiree ID Card (if applicable)*  
AND
- *Valid Nevada ID*

# DVX FARES

## Full Fare

Single Ride	\$2
2-Hr Pass	\$3
24-Hr Pass	\$5
15-Day Pass	\$34 <sup>^</sup>
30-Day Pass	\$65 <sup>^</sup>

## Reduced Fare

Single Ride	\$1
2-Hr Pass	\$1.50
24-Hr Pass	\$2.50
15-Day Pass	\$17 <sup>^</sup>
30-Day Pass	\$32.50

<sup>^</sup>Cannot be purchased on vehicles.

# DVX Route Map



# Downtown & Veterans Medical Center Express (DVX)

## Southbound Weekdays

TOWARDS DOWNTOWN

VA SOUTHERN NV HEALTHCARE SYSTEM	LOSEE & ANN	CRAIG & LOSEE	CASINO CENTER & FREMONT	BONNEVILLE TRANSIT CENTER (BTC)	CONTINUES AS ROUTE
<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	▼
5:22	5:32	5:38	5:49	5:52	105
5:51	6:02	6:08	6:20	6:23	214E
6:21	6:32	6:38	6:50	6:53	105
6:49	7:01	7:08	7:20	7:23	214E
7:18	7:30	7:37	7:51	7:54	105
7:49	8:00	8:07	8:19	8:22	214E
8:19	8:30	8:37	8:49	8:52	105
8:49	9:00	9:07	9:19	9:22	214E
9:19	9:30	9:37	9:49	9:52	105
9:49	10:00	10:07	10:19	10:22	214E
10:19	10:30	10:37	10:49	10:52	105
10:49	11:00	11:07	11:19	11:22	214E
11:19	11:30	11:37	11:49	11:52	105
11:49	<b>12:00</b>	<b>12:07</b>	<b>12:19</b>	<b>12:22</b>	
<b>12:18</b>	<b>12:29</b>	<b>12:36</b>	<b>12:49</b>	<b>12:53</b>	
<b>12:48</b>	<b>12:59</b>	<b>1:06</b>	<b>1:19</b>	<b>1:23</b>	105
<b>1:13</b>	<b>1:24</b>	<b>1:31</b>	<b>1:44</b>	<b>1:48</b>	214W
<b>1:43</b>	<b>1:54</b>	<b>2:01</b>	<b>2:14</b>	<b>2:18</b>	214E
<b>2:13</b>	<b>2:24</b>	<b>2:31</b>	<b>2:44</b>	<b>2:48</b>	214W
<b>2:43</b>	<b>2:54</b>	<b>3:01</b>	<b>3:14</b>	<b>3:18</b>	214E
<b>3:14</b>	<b>3:25</b>	<b>3:32</b>	<b>3:45</b>	<b>3:49</b>	214W
<b>3:44</b>	<b>3:55</b>	<b>4:02</b>	<b>4:15</b>	<b>4:19</b>	214E
<b>4:14</b>	<b>4:25</b>	<b>4:32</b>	<b>4:45</b>	<b>4:49</b>	214W
<b>4:45</b>	<b>4:56</b>	<b>5:03</b>	<b>5:16</b>	<b>5:20</b>	214E
<b>5:15</b>	<b>5:26</b>	<b>5:33</b>	<b>5:45</b>	<b>5:48</b>	214W
5:46	5:57	6:04	6:16	6:19	
6:16	6:27	6:34	6:46	6:49	
6:46	6:57	7:04	7:16	7:19	214E
7:17	7:28	7:35	7:47	7:50	215
8:17	8:28	8:35	8:47	8:50	215
9:17	9:28	9:34	9:46	9:49	
10:17	10:27	10:32	10:44	10:47	
11:17	11:27	11:32	11:44	11:47	113
12:17	12:27	12:32	12:44	12:47	113

## Northbound Weekdays

TOWARDS VA MEDICAL CTR

BONNEVILLE TRANSIT CENTER (BTC) (Bay 2)	4TH & CARSON	LOSEE & CRAIG	ANN & LOSEE	VA SOUTHERN NV HEALTHCARE SYSTEM
<b>(E)</b>	<b>(D)</b>	<b>(C)</b>	<b>(B)</b>	<b>(A)</b>
■	■	5:08	5:12	5:20
5:16	5:20	5:32	5:36	5:44
5:46	5:50	6:02	6:06	6:14
6:14	6:18	6:31	6:36	6:45
6:43	6:48	7:01	7:06	7:15
7:13	7:18	7:31	7:36	7:45
7:43	7:48	8:01	8:06	8:15
8:13	8:18	8:31	8:36	8:45
8:43	8:48	9:01	9:06	9:15
9:13	9:18	9:31	9:36	9:45
9:43	9:48	10:01	10:06	10:15
10:13	10:18	10:31	10:36	10:45
10:43	10:48	11:01	11:06	11:15
11:13	11:18	11:31	11:36	11:45
11:43	11:48	<b>12:01</b>	<b>12:06</b>	<b>12:15</b>
<b>12:13</b>	<b>12:18</b>	<b>12:31</b>	<b>12:36</b>	<b>12:45</b>
<b>12:37</b>	<b>12:42</b>	<b>12:55</b>	<b>1:00</b>	<b>1:09</b>
<b>1:07</b>	<b>1:12</b>	<b>1:25</b>	<b>1:30</b>	<b>1:39</b>
<b>1:37</b>	<b>1:42</b>	<b>1:55</b>	<b>2:00</b>	<b>2:09</b>
<b>2:07</b>	<b>2:12</b>	<b>2:25</b>	<b>2:30</b>	<b>2:39</b>
<b>2:37</b>	<b>2:42</b>	<b>2:56</b>	<b>3:01</b>	<b>3:10</b>
<b>3:07</b>	<b>3:12</b>	<b>3:27</b>	<b>3:32</b>	<b>3:41</b>
<b>3:37</b>	<b>3:42</b>	<b>3:57</b>	<b>4:02</b>	<b>4:11</b>
<b>4:07</b>	<b>4:12</b>	<b>4:29</b>	<b>4:34</b>	<b>4:42</b>
<b>4:37</b>	<b>4:42</b>	<b>4:59</b>	<b>5:04</b>	<b>5:12</b>
<b>5:06</b>	<b>5:11</b>	<b>5:31</b>	<b>5:36</b>	<b>5:44</b>
<b>5:36</b>	<b>5:41</b>	<b>5:57</b>	<b>6:02</b>	<b>6:10</b>
<b>6:06</b>	<b>6:11</b>	<b>6:25</b>	<b>6:30</b>	<b>6:38</b>
<b>6:43</b>	<b>6:47</b>	<b>7:00</b>	<b>7:05</b>	<b>7:13</b>
<b>7:43</b>	<b>7:47</b>	<b>8:00</b>	<b>8:05</b>	<b>8:13</b>
<b>8:43</b>	<b>8:47</b>	<b>9:00</b>	<b>9:05</b>	<b>9:13</b>
<b>9:43</b>	<b>9:47</b>	<b>9:59</b>	<b>10:03</b>	<b>10:11</b>
<b>10:43</b>	<b>10:47</b>	<b>10:59</b>	<b>11:03</b>	<b>11:11</b>
<b>11:43</b>	<b>11:47</b>	<b>11:59</b>	12:03	12:11

## Southbound Weekends & Holidays

TOWARDS  
DOWNTOWN

<b>(A)</b> VA SOUTHERN NV HEALTHCARE SYSTEM						
<b>(B)</b> LOSEE & ANN						
<b>(C)</b> CRAIG & LOSEE						
<b>(D)</b> CASINO CENTER & FREMONT						
<b>(E)</b> BONNEVILLE TRANSIT CENTER (BTC)						
▼ CONTINUES AS ROUTE						
5:30	5:40	5:46	5:58	6:01	<b>105</b>	
6:27	6:38	6:45	6:57	7:00	<b>105</b>	
7:27	7:38	7:45	7:57	8:00	<b>105</b>	
8:26	8:37	8:44	8:56	8:59	<b>105</b>	
9:26	9:37	9:44	9:56	9:59	<b>105</b>	
10:26	10:37	10:44	10:56	10:59	<b>105</b>	
11:26	11:37	11:44	11:56	11:59	<b>105</b>	
<b>12:26</b>	<b>12:37</b>	<b>12:44</b>	<b>12:56</b>	<b>12:59</b>	<b>105</b>	
<b>1:26</b>	<b>1:37</b>	<b>1:44</b>	<b>1:56</b>	<b>1:59</b>	<b>105</b>	
<b>2:25</b>	<b>2:36</b>	<b>2:43</b>	<b>2:55</b>	<b>2:58</b>	<b>105</b>	
<b>3:25</b>	<b>3:36</b>	<b>3:43</b>	<b>3:55</b>	<b>3:58</b>	<b>105</b>	
<b>4:25</b>	<b>4:36</b>	<b>4:43</b>	<b>4:55</b>	<b>4:58</b>	<b>105</b>	
<b>5:19</b>	<b>5:30</b>	<b>5:37</b>	<b>5:49</b>	<b>5:52</b>	<b>105</b>	
<b>6:19</b>	<b>6:30</b>	<b>6:37</b>	<b>6:49</b>	<b>6:52</b>	<b>105</b>	
7:17	7:28	7:35	7:47	7:50		
8:17	8:28	8:34	8:46	8:49		
9:17	9:28	9:34	9:46	9:49		
10:17	10:27	10:32	10:44	10:47		
11:17	11:27	11:32	11:44	11:47		
12:17	12:27	12:32	12:44	12:47	<b>113</b>	

## Northbound Weekends & Holidays

TOWARDS VA  
MEDICAL CTR

<b>(E)</b> BONNEVILLE TRANSIT CENTER (BTC) (Bay 2)					
<b>(D)</b> 4TH & CARSON					
<b>(C)</b> LOSEE & CRAIG					
<b>(B)</b> ANN & LOSEE					
<b>(A)</b> VA SOUTHERN NV HEALTHCARE SYSTEM					
5:01	5:05	5:17	5:21	5:28	
5:57	6:01	6:13	6:17	6:24	
6:52	6:56	7:09	7:14	7:22	
7:52	7:56	8:09	8:14	8:22	
8:52	8:56	9:09	9:14	9:22	
9:52	9:56	10:09	10:14	10:22	
10:52	10:56	11:09	11:14	11:22	
11:52	11:56	<b>12:09</b>	<b>12:14</b>	<b>12:22</b>	
<b>12:52</b>	<b>12:56</b>	<b>1:09</b>	<b>1:14</b>	<b>1:22</b>	
<b>1:49</b>	<b>1:54</b>	<b>2:08</b>	<b>2:13</b>	<b>2:22</b>	
<b>2:49</b>	<b>2:54</b>	<b>3:08</b>	<b>3:13</b>	<b>3:22</b>	
<b>3:49</b>	<b>3:54</b>	<b>4:08</b>	<b>4:13</b>	<b>4:22</b>	
<b>4:43</b>	<b>4:48</b>	<b>5:02</b>	<b>5:07</b>	<b>5:16</b>	
<b>5:43</b>	<b>5:48</b>	<b>6:02</b>	<b>6:07</b>	<b>6:16</b>	
<b>6:43</b>	<b>6:47</b>	<b>7:00</b>	<b>7:05</b>	<b>7:13</b>	
<b>7:43</b>	<b>7:47</b>	<b>8:00</b>	<b>8:05</b>	<b>8:13</b>	
<b>8:43</b>	<b>8:47</b>	<b>9:00</b>	<b>9:05</b>	<b>9:13</b>	
<b>9:43</b>	<b>9:47</b>	<b>9:59</b>	<b>10:03</b>	<b>10:11</b>	
<b>10:43</b>	<b>10:47</b>	<b>10:59</b>	<b>11:03</b>	<b>11:11</b>	
<b>11:43</b>	<b>11:47</b>	<b>11:59</b>	12:03	12:11	

Schedule Times: AM Times in REGULAR **PM**  
Times in **BOLD**

■ NO SERVICE

# ***Coordinated Transportation for Clark County***

In order to accommodate as many veterans as possible, the VMTN operates throughout Las Vegas and extends as far as Boulder City. The VMTN is able to accommodate transfer stops with Clark County rural transit services in order to allow the veteran that resides in a rural location within Clark County to utilize our services to access their medical appointments. Please contact one of our representatives to find out more information on how the VMTN can be utilized for rural Clark County veterans.

## ***QUESTIONS & COMMENTS***

We want to hear from you. Contact the VMTN at (702) 678-VETS (8387) or (702) 676-1834 (TDD) to ask questions, leave comments, or suggestions. Or, if you prefer, you can write to:

**RTC Specialized Services  
600 S. Grand Central Pkwy., Ste. 350  
Las Vegas, NV 89106  
Attn: VMTN**

E-mail us through our website at **[rtcsonv.com](http://rtcsonv.com)**

When leaving a comment, provide as much detail as possible so we can properly address your concern. For example, if you're reporting a situation involving a VMTN vehicle, the exact date is necessary.

# ***Emergency & After-Hours Hotline***

An emergency and after-hours hotline is available for veterans who may be stranded, or for caregivers seeking information about a client that has not been picked up.

For emergencies and after-hours inquiries, call **(702) 428-9026**. For questions or comments during regular business hours, contact VMTN Customer Service at (702) 678-8387.

## ***CUSTOMER SERVICE***

### ***Scheduling***

Monday through Friday from 7 a.m. - 5 p.m.

**(702) 678-VETS (8387)** **Press 1**

- or - **(702) 676-1834 (TDD)**

### ***Hours of Transit Operation***

Monday - Friday, 5:30 a.m. - 5:00 p.m.

(excluding Federal Holidays)

**(702) 678-VETS (8387)** **Press 2**

- or - **(702) 676-1834 (TDD)**

### ***Comments***

**(702) 678-VETS (8387)** **Press 3**

- or - **(702) 676-1834 (TDD)**

7 days a week, 7 a.m. - 5 p.m.

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### ***RTC Administrative Offices***

**(702) 676-1500**

- or - **(702) 676-1834 (TDD)**

Monday - Thursday, 7 a.m. - 6 p.m.

Effective November 6, 2016



(702) 678-VETS (8387)

[f](#) [🐦](#) [📷](#) [RTCSNV.COM](https://www.rtcSNV.com)