

## Silver Rider Transit Office Hours

### Boulder City (702) 894-4190

710 Wells Road  
Boulder City, NV 89005  
Monday—Friday  
7:00 am—4:00 pm

Email: [sntcbc@gmail.com](mailto:sntcbc@gmail.com)

### Laughlin (702) 298-4435

260 E. Laughlin Civic Dr.  
Laughlin, NV 89029  
Monday—Friday  
8:00 am—5:00 pm

Email: [sntcsb@gmail.com](mailto:sntcsb@gmail.com)

### Mesquite (702) 346-7006

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

Email: [sntcdl@gmail.com](mailto:sntcdl@gmail.com)

This information is available  
on alternate media.



## Complementary Para Transit Services

**Boulder City 702-894-4190**  
**Laughlin 702-298-4435**  
**Mesquite 702-346-7006**



Revised: 8/24/2021

## 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

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

Southern Nevada Transit Coalition is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you need further information or feel you are being denied participation in or being denied benefits of the transit services provided by Southern Nevada Transit Coalition or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, please contact:

Title VI Officer  
Southern Nevada Transit Coalition  
260 E. Laughlin Civic Dr.  
Laughlin, NV 89029  
Office: 702-298-4435  
[silverriderlaughlin@gmail.com](mailto:silverriderlaughlin@gmail.com)



## 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.
- A companion may also accompany an eligible rider. A companion will be charged the same fare as the eligible rider, \$4.00 each way.
- 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

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- 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.
- 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.



## Services and Fares

- Para Transit Services are available 24 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.
- Fares for local travel are 2 times the current rate of the full fare on fixed route, i.e., full fare is \$2.00 each way. Para Transit would be \$4.00 each way.
- Certified PCAs travel for free, only while traveling as a PCA.
- A companion fare is the same as the Paratransit passenger.



## Services and Fares

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- 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. 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.

### 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.