Guidelines for RTC Transit Services
Pilot Program
(2019/2020 SY)
Table of Contents

Introduction ............................................................................................................................. 3
Transportation Eligibility ..................................................................................................... 4
    Opting In/Out ..................................................................................................................... 4
RTC Information .................................................................................................................. 5
    How to Ride ....................................................................................................................... 5
    Downloading the rideRTC APP ....................................................................................... 5
RTC Bus Stop Info ............................................................................................................... 5
    Spring Valley HS RTC Route: 202 .................................................................................... 7
    Spring Valley HS RTC Route: 203 .................................................................................... 8
Frequently Asked Questions ................................................................................................. 9
Introduction

The primary goal of this project, is to provide students an alternative solution for transportation service to and from school. This resource involves the use of existing Regional Transportation Commission (RTC) transit services for students to utilize to and from their standard school schedule, as well as other after school late activities.

A bus pass pilot program is now available to existing high school students who have been impacted by bus route vacancies. This guideline will provide details on the partnership with the Regional Transportation Commission (RTC), designated CCSD High School, and the CCSD Transportation Department to assist students with an alternative mode of service to and from school.
Transportation Eligibility

Students are eligible to opt into the RTC Buss Pass program, provided they are first eligible for CCSD transportation services. Students must live more than 2.0 miles from their residence, as per school district regulation 3530. Upon verification of eligibility through Infinite Campus and transportation’s routing software Compass, students will then be issued a bus pass for alternative bussing services through RTC.

Opting In/Out

A parent or guardian will need to complete an Opt-In request form and submit it to the school principal’s office for signature and verification of attendance. The school will then email the form to the Transportation Department, who will process the request.

The process will include removing the assigned bus stop from the student’s transportation record, and issuance of an RTC Bus Pass which can be picked up within 3-5 school days.

A student who elects to opt out of the program, will need to turn in their RTC bus pass, in order to reinstate their standard bus transportation service. Upon receiving the returned RTC bus pass, the student will then receive confirmation via email and/or phone call, with transportation services effective date. If a student has lost his/her RTC bus pass, the student must wait until the bus pass has expired.

Opt-In Google Form Link: [https://forms.gle/y3unVacuoXqAiczM9](https://forms.gle/y3unVacuoXqAiczM9)
RTC Information

The following information will help assist students and parents in getting set up with utilizing the RTC transit system.

How to Ride

Learning how to use the various RTC Transit services, can be accessed online at [https://www.rtcsnv.com/transit/how-to-ride/](https://www.rtcsnv.com/transit/how-to-ride/)

Downloading the rideRTC APP

[https://www.rtcsnv.com/ridertc/](https://www.rtcsnv.com/ridertc/)

Google Play Store or Apple App Store

rideRTC Features

- Activate your transit pass – use it on board any route.
- Find your bus – Get arrival information about routes and bus stops near you and where you want to go.
- Customer assistance – Call RTC customer service directly from the app.

**Activate your pass before boarding the bus** – All passes are delivered to your mobile wallet on your smartphone within the app. You must activate your pass before boarding and show the pass on your smartphone to the bus driver or fare enforcement officer when required.

**Students >>** When creating your profile, you must utilize your school student email address in order for the pass to be sent to your account.

CCSD Transportation Call Center: (702) 799-8100
rideRTC Customer Service: (702) 228-7433
RTC Bus Stop Info

This map is to show the attendance zone, eligibility areas, and planned RTC bus stops for students to utilize.
Spring Valley HS RTC Route: 202
Clark County School District

Frequently Asked Questions

If we choose to opt out of the program, how long before CCSD Transportation service is reinstated?

- A request to the school will need to be submitted, in order to opt out of the program. Upon cancellation of the digital bus pass, depending on when it was issued as all passes are on a 30 day cycle, will be the time frame in which CCSD Transportation service will be restored. Parents or students can contact (702) 799-8100 for a status update.

As a parent, if my child is approached or confronted by a suspicious person, what should we do?

- Students should inform the RTC driver immediately and additional assistance will be given. Increased security will be made on all RTC bus routes for Spring Valley HS students.
- RTC buses are equipped with camera systems that are monitored by internal security personnel. In the event an immediate threat is reported, security staff are notified as well as the proper authorities, including CCSD staff.

What if a bus pass is lost or stolen?

- It is highly encouraged for all students to utilize the rideRTC app, which allows for loading of a bus pass electronically. Passes can be deactivated and then reinstated without any additional costs to the district.

If we are not eligible for CCSD Transportation service, and we purchase an RTC bus pass, can we get reimbursed?

- Unfortunately, only students who are eligible for standard CCSD Transportation bus service are able to receive an RTC bus pass for this program.

Is the RTC bus pass limited to just use to and from school?

- The exciting news about this program, is that the RTC bus pass can be used anytime for any routes throughout the Las Vegas valley, during the week and on weekends.

Will an absence or tardy be excused for the RTC bus running late?

- RTC and Transportation Department staff will be reviewing communication methods, in an effort to ensure students are excused where unforeseen circumstances occur.