



## Senior Citizens Advisory Board Minutes

### 1. Call to Order and Roll Call

Minutes:

CHAIR O'REAR-CAMERON called the meeting to order at 1:00 p.m.

PRESENT: CHAIR O'REAR-CAMERON and MEMBERS GALATI, MOZDEAN, DRUMM, LEE and YOUNG

EXCUSED: MEMBERS GRAHAM and TILZER

ALSO PRESENT: GREGORY GRAY, Management Analyst I; OLGA FLOWERS, Community Program Technician; TAMARA CANNELLA, Deputy City Attorney II; and SAMANTHA DINICOLA, Deputy City Clerk

### 2. Announcement Regarding: Compliance with Open Meeting Law

Minutes:

ANNOUNCEMENT MADE: This meeting has been properly noticed and posted at the following locations in accordance with the noticing standards as outlined in NRS 241.020: Civic Center Building A, 525 South Main Street, 1st Floor; City Hall, 495 South Main Street, 1st Floor; and the City of Las Vegas website - [www.lasvegasnevada.gov](http://www.lasvegasnevada.gov)

### 3. Public Comment: Comment during this portion of the agenda must be limited to matters on the agenda for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion, as well as the amount of time any single speaker is allowed, may be limited.

Minutes:

None.

### 4. For possible action to approve the Final Minutes by reference of the Regular Meeting of October 2, 2025

Motion made by Jennifer Drumm to Approve

Passed For: 6; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 2

For-Deanne O'Rear-Cameron, Vito Galati, Jennifer Drumm, Caroline Mozdean, Charles Lee, Linda Young; Excused-Nicole Graham, David Tilzer;

### 5. Presentation by Antonette Braddock, Senior Director of Paratransit and Specialized Services, Regional Transportation Commission of Southern Nevada, regarding transportation services and programs for seniors - All Wards

Minutes:

ANTONETTE BRADDOCK, Senior Director of Paratransit and Specialized Services, reported that the RTC (Regional Transportation Commission of Southern Nevada) oversees all transportation in Southern Nevada and offers fixed route, paratransit, and senior transportation services. For individuals to become eligible for paratransit services, they must contact the certification department and complete an application to determine eligibility based on their ability to access fixed-route services. Once an individual is determined to be paratransit eligible, they can use the 24-hour service offered every day throughout the valley, including holidays. She noted that paratransit eligible customers are not denied service when calling to reserve a ride and the fare costs \$3 for one-way trips. Additionally, paratransit customers can reserve a ride up to three days in advance either

online or through their local call center. Along with paratransit services, MS. BRADDOCK stated that the RTC offers 13 Silver STAR routes for seniors throughout the valley. These routes are loop-based services designed around senior communities. Most of the services run two days per week, operate for about eight to ten hours, and pick up passengers at the same locations at the same times. She shared that these routes service grocery stores, pharmacies, and other senior-related locations and the fare costs 50 cents, although she indicated it would not be an issue if a senior did not have enough money. In addition to the Silver STAR routes, MS. BRADDOCK mentioned that the RTC worked with non-dedicated service providers, which was a new initiative for both Las Vegas and the transit industry. She explained that they collaborated with two companies, UZURV and SilverRide, which were like Uber or Lyft but with more stringent vetting processes for their drivers. She concluded that non-dedicated service providers offer same-day, direct rides as opposed to the paratransit and fixed-route services.

On behalf of MEMBER TILZER, CHAIR O'REAR-CAMERON inquired about the increased costs on SilverRide's website, stating that a three-mile trip could cost between \$70-\$90. MS. BRADDOCK could not speak to SilverRide's pricing as outlined on their website but explained that since they were a supplemental provider of RTC's paratransit service, the cost would be \$3 if the ride was booked through the RTC's mobile app or call center. The Chair asked how paratransit customers could ensure they arrive at their medical appointments on time, given there are stops along the way. MS. BRADDOCK explained that the RTC's guiding principles were based on federal law, stating that they are unable to prioritize one trip over another to comply with the ADA (Americans with Disabilities Act). She recommended that paratransit customers inform the agent of their medical appointment time and allow for a 20-30 minute buffer to ensure they are not late for their appointment.

MEMBER LEE asked how long the pickup windows are and how long the buses would wait for passengers once they arrive at a pickup location. MS. BRADDOCK explained that they provide customers with a window for the bus's arrival, as buses could pick up passengers as early as 25 minutes before or as late as five minutes after the scheduled time. Upon arrival, the driver will wait for the customer at the bus stop for five minutes and call the dispatch office to confirm they are in the correct location. She added that customers can cancel their rides, receive updates on bus arrival times, and receive ride reminders through the RTC mobile app.

In response to MEMBER GALATI, MS. BRADDOCK explained that drivers will come to the door to offer assistance for those in need, but they are not allowed to enter a home or building. Customers in multi-story buildings must get to an area where the driver can see them to be helped onto the bus. She reported that more than 20,000 individuals throughout the valley are eligible for paratransit service, with roughly 12,000 that actively ride around 6,000 rides per day.

MEMBER DRUMM wondered if caregivers are allowed to join riders on the bus. MS. BRADDOCK explained that they refer to caregivers as personal care attendants. She reported that customers can travel with one personal care attendant and up to two companions, noting that personal care attendants travel for free while companions are required to pay the \$3 fare.

In response to MEMBER YOUNG, MS. BRADDOCK stated that certified service animals are allowed to join riders on the bus, preferring that customers inform the agent when booking their ride that they would be traveling with a service animal. She added that customers can travel with more than one certified service animal, and the animals were required to sit between the rider's legs and not take up a seat. If an uncertified animal needed to go to a veterinarian appointment, the animal must be in a carrier and not placed on the seats. The Member confirmed that a round trip would cost \$6 for the paratransit service and asked whether seniors could pay for several trips in advance. MS. BRADDOCK explained that customers could pay with cash, purchase coupons, and purchase monthly passes. She stated that they offered a 46-ride pass and a 22-ride pass, noting that any remaining rides on the pass did not rollover to the next month. Additionally, they offer subscriptions for customers who frequently travel to the same place at the same time, which removes the requirement for them to schedule each ride individually.

CHAIR O'REAR-CAMERON asked if training on the RTC mobile app was included during the certification process. MS. BRADDOCK answered in the affirmative, stating that they take each customer through an onboarding process where they are given information on all their services, instructions on how to use the mobile app, and the option to opt into utilizing non-dedicated service providers. She added that they hold outreach events to teach all the services offered by the RTC, noting that their mobility training team partnered with senior centers throughout the valley to inform seniors on how to utilize their services. She stated that

paratransit customers could ride fixed routes for free, and seniors who were not paratransit riders would have their fare reduced from \$2 to \$1. The Chair shared that the telephone number was 702-676-1815 to begin the certification process.

MEMBER LEE wondered what the timeframe was to cancel a ride and what would happen if a customer was considered a no-show. MS. BRADDOCK stated that a 24-hour cancellation notice was preferred and explained that they use a point system. She clarified they do not wish to ban customers from accessing the paratransit service, but the point system encouraged compliance. If a rider canceled 10 to 24 hours in advance, they would not receive a point, but if they canceled at the door or failed to show, they would incur points and receive a letter reminding them to cancel in advance. If cancellations become habitual, staff would then call the customer to find a solution.

In response to MEMBER YOUNG, MS. BRADDOCK confirmed that the paratransit drivers' responsibilities include securing individuals and operating the vehicle safely, not assisting with carrying groceries or luggage. She explained that riders being transported to the airport are dropped off at the designated bus area and could not be dropped off at specific areas within the airport.

MEMBER MOZDEAN asked how they accounted for riders whose appointments lasted longer than expected. MS. BRADDOCK stated that they do not leave customers stranded, explaining that these riders would be required to call customer service and staff would work on dispatching a bus to pick up that rider as soon as possible. The Member inquired about individuals who need paratransit service for a short period of time, and MS. BRADDOCK explained that temporary paratransit eligibility was available.

MEMBER MOZDEAN wondered how a senior could obtain a reduced fare card if they lost their original card. MS. BRADDOCK said they could call or go online to request a reprint, noting that new members could apply for a reduced fare card online. The Member asked MS. BRADDOCK to give a presentation at First Tuesday, to which MS. BRADDOCK responded that they would do their best to attend if invited.

CHAIR O'REAR-CAMERON asked whether their services were offered in the Sun City Summerlin area. MS. BRADDOCK stated that their services were available near Summerlin and Henderson, but there was no opportunity to expand coverage fully due to a lack of funding. She shared that their FDR (flexible demand response) service was offered to the smaller senior communities in Summerlin, Anthem, and Centennial Hills. The Chair thanked MS. BRADDOCK for her informative presentation.

6. Report by Gregory Gray, Management Analyst I, regarding senior issues received by the Department of Neighborhood Services - All Wards

Minutes:

GREGORY GRAY, Management Analyst I, stated that he had nothing to report.

7. Report by Board members regarding senior issues and events within their Council wards and at large - All Wards

Minutes:

Ward 3 - MEMBER DRUMM shared that the Senior Luncheon would be held on November 21st from 12:00 p.m. to 2:00 p.m. and reservations could be made at 702-229-1515.

Ward 4 - CHAIR O'REAR-CAMERON stated that she had attended several events in Ward 4, including two Metro (Las Vegas Metropolitan Police Department) events, during which she was able to share her concerns with officers.

Ward 5 - MEMBER LEE reported that Medicare open enrollment was underway and reminded seniors to be aware of scams.

8. Discussion regarding next steps and future meeting topics of the Senior Citizens Advisory Board - All Wards

Minutes:

None.

9. **Citizens Participation:** Public comment during this portion of the agenda must be limited to matters within the jurisdiction of the Board. No subject may be acted upon by the Board unless that subject is on the agenda and is scheduled for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion on any single subject, as well as the amount of time any single speaker is allowed, may be limited.


Minutes:  
None.

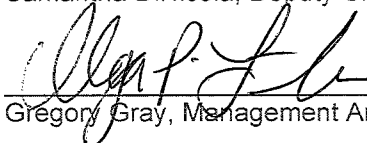
10. **Adjournment**

Minutes:  
CHAIR O'REAR-CAMERON advised that the next Board meeting would be held on December 4, 2025 at 1:00 p.m. in the Public Meeting Room on the second floor of Civic Center Building A.

The meeting was adjourned at 1:55 p.m.

Respectfully submitted:

  
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Samantha DiNicola, Deputy City Clerk

  
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For Gregory Gray, Management Analyst I

Minutes Prepared By:  
Nick Crawford, Deputy City Clerk

THIS MEETING WAS PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS  
IN ACCORDANCE WITH THE NOTICING STANDARDS AS OUTLINED IN NRS 241.020:

The City of Las Vegas website – [www.lasvegasnevada.gov](http://www.lasvegasnevada.gov)  
The Nevada Public Notice website – [notice.nv.gov](http://notice.nv.gov)  
Civic Center Building A, 525 South Main Street, 1st Floor  
City Hall, 495 South Main Street, 1st Floor