

No supplement to this tariff will be issued  
Except for the purpose of canceling the tariff  
unless specifically authorized by the Authority.

Additions to, changes in and eliminations from  
this tariff will be in loose-leaf form.

**RELIANCE CARE ENTERPRISE LLC**

**TARIFF NO. 1**

naming

**RATES, RULES AND REGULATIONS GOVERNING THE TRANSPORTATION  
OF INDIVIDUALS SEEKING NON-EMERGENCY MEDICAL TRANSPORTATION**

Non-emergency medical transportation for the elderly and disabled population with non-medically  
supervised wheelchair services, per capita rate, between points and places within Clark County,  
Nevada

Issued:

Issued by:

Reliance Care Enterprise LLC  
172 Brushton Ct.,  
Las Vegas, NV 89138

**ACCEPTED**

**FEB 28 2024**

Nevada Transportation Authority  
Las Vegas, Nevada

## RELIANCE CARE ENTERPRISE LLC

Transportation by motor vehicle over various routes for wheelchair patients, convalescents, handicapped people requiring special transportation, and ambulatory and elderly individuals in non-emergency service.

Between points and places within Clark County, Nevada.

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## RELIANCE CARE ENTERPRISE LLC

Rule No.

Rules &amp; Regulations

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## GENERAL APPLICATION

Rules, regulations, and rates are to be used by Reliance Care Enterprise LLC in the operation of service for which Reliance Care Enterprise LLC is certified

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## HOURS OF SERVICE

Reliance Care Enterprise LLC will provide service from Monday thru Friday, from 7:30 AM to 5:00 PM. Any request for transportation outside of regular business hours will be by appointment only.

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## AREA OF SERVICE

Reliance Care Enterprise LLC will serve Clark County, Nevada.

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## AVAILABILITY OF TARIFF

Copies of this tariff shall be available in the office where orders for service are taken and in each vehicle used to provide services.

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## TIME SCHEDULED FOR SERVICE

Reliance Care Enterprise LLC shall strive to arrive and depart at prior agreed upon times to and from points of departure and arrival within its service area. However, Reliance Care Enterprise LLC will not be liable for delay caused by accident, breakdown, roadway conditions, weather, or other causes beyond its control; and it does not guarantee arrival or departure from any point at a specified time.

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Rule No.

Rules &amp; Regulations

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## SERVICE ZONE

Reliance Care Enterprise LLC serves Clark County, Nevada.

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## CANCELLATION

Notice of cancellation by a passenger must be made not less than two (2) hours before the scheduled departure agreed upon to avoid any charge. Cancellation fee shall be equal to 100 percent of the price.

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## RIGHTS RESERVED

- A. Reliance Care Enterprise LLC reserves its right to control seating and the right to change such seating at any time during the transportation.
- B. Reliance Care Enterprise LLC reserves the right to refuse transportation at any and all individuals having in their possession explosives or inflammable material or articles or substances of an objectionable nature; or who are under the influence of liquor or drugs, or whose conduct or behavior is objectionable to other passengers, prospective passengers, or drivers.
- C. Reliance Care Enterprise LLC reserves the right, whenever the need arises, to transfer passengers from one transport vehicle to another.
- D. Immediate transportation is not guaranteed but is subject to limitations of available equipment and personnel. Should there be for this reason, insufficient service, then this company reserves the right to send passengers at the next earliest possible opportunity.
- E. Once transport is completed, payment is required and there is no refund for services rendered per NAC 706.311 (1) (b). However, complaints may be submitted to the NTA for determination.

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## DEBIT/ CREDIT CARD AS PAYMENT TYPE

For all services rendered where the payment type requested by the customer is by credit or debit, a three percent (3%) fee will be charged.

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Rules &amp; Regulations

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## CLAIMS

Claims for lost or damaged baggage per NAC 706.333 must be submitted to Reliance Care Enterprise LLC within seven (7) days after the loss or damage is discovered. Within fourteen (14) days after receipt of the claim, Reliance Care Enterprise LLC shall: (a) compensate the passenger; or (b) deliver to the passenger a written denial of the claim. A denial of a claim may be appealed by the passenger to the Nevada Transportation Authority.

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## SMOKING POLICY

All vehicles will be non-smoking.

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## ANIMALS OR PETS

Dogs, cats or other animals will not be allowed in vehicles with passengers with the exception of service animals that are individually trained to assist people with disabilities.

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## FIREARMS

Passengers are not permitted to board vehicles while carrying firearms.

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## TRANSPORTATION OF MINORS

No minors under the age of eighteen (18) will be transported unless accompanied by their parent or legal guardian. In addition, a signed authorization to transport a minor will be required from the parent or legal guardian prior to the transportation of any minor.

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Rule No.

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## WAIT TIME

Wait time is an additional charge based on the length of time. Wait time begins upon arrival to pick up and drop off of a patient from an appointment or a facility. Wait time will be charged if the unit is on location ready for transport waiting for the patient longer than 15 minutes in which case wait time charges will begin. On the other hand, if the unit is at the drop off location and for any reason waiting to safely deliver the patient from the unit to the facility or home, wait charges will start accruing after 15 minutes of unit arrival at the destination address.

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## MULTIPLE PASSENGER RATES

If more than one (1) wheelchair passenger from the same origination require transportation in the vehicle at the same time then the rate charged to each passenger shall be the regular applicable rate. There shall be no charge for passengers not requiring special transportation who are accompanying a passenger requiring special transportation.

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## BARIATRIC RATES

Bariatric rates will be based on the patient's weight. Any patient weighing 350 lbs or more is considered bariatric. Bariatric wheelchair transports will be charged the discounted base wheelchair rate times two.

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## DISCOUNTED RATES

If any person completes ten (10) transports within a single calendar day, the rate charged will be the "discounted rate" defined in Section 105 of this tariff.

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Rule No.

Rules &amp; Regulations

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## ISOLATION SERVICE FEE

The isolation service fee applies to the transportation of passenger who is positive or presumptive positive for an infectious disease such as but not limited to COVID-19. This fee includes PPE for staff, surgical masks for patients, and the unit's Decontamination.

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## COMPLIANCE WITH LOCAL LAW

Reliance Care Enterprise LLC shall comply with all local laws, rules, and regulations within its area of service.

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## SERVICE ZONES

Only applies for non-emergency transportation of ambulatory and non-ambulatory individuals requiring wheelchair.

The proposed service area described by the certificate issued shall be divided into TWO (2) zones.

**Zone I** shall include all areas encompassed in beige (Greater Las Vegas area) and pinkish brown (North Las Vegas) as shown on the map attached hereto.

**Zone 2** shall be the physical area encompassed within the Corporate limits of the City of Henderson, Nevada, colored in gray as shown on the attached map.

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Las Vegas, Nevada





## RELiance CARE ENTERPRISE LLC

Rule No.

Rules &amp; Regulations

100

**STANDARD RATES PER ONE-WAY TRANSPORTATION PER PERSON  
(Less than ten (10) transports per calendar day)****Zone 1: Greater Las Vegas Metropolitan Area and North Las Vegas**

Ambulatory patient: \$70.00

Wheelchair Service: \$95.00

**Zone 2: Henderson**

Ambulatory Patient: \$75.00

Wheelchair Service: \$120.00

**Bariatric wheelchair:** 350 lbs or more will be charged discounted wheelchair base rate time two.

\*See rule 84

**Wait time** will be an additional charge per 15 minutes per person, per Rule no. 80.

Ambulatory: \$20.00 per 15 minutes or fraction thereof

Wheelchair: \$25.00 per 15 minutes or fraction thereof

**Note:** Rates are for one-way transportation and are based on the pick-up or drop-off location with the highest zone rate.

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Nevada Transportation Authority  
Las Vegas, Nevada

## RELIANCE CARE ENTERPRISE LLC

Rule No.

Rules &amp; Regulations

105

DISCOUNTED RATES PER ONE-WAY TRANSPORTATION PER PERSON  
(More than ten (10) transports per calendar day )

**Zone 1: Greater Las Vegas Metropolitan Area and North Las Vegas**

Ambulatory patient: \$65.00

Wheelchair Service: \$90.00

**Zone 2: Henderson**

Ambulatory Patient: \$70.00

Wheelchair Service: \$115.00

\*The 3% transportation tax will be waived for discounted rate customers.

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**CARRIER NAME**  
**CPCN/Permit 1155**

Original Page #

N.T.A. #1

**3% TAX Pursuant to SECTION 51 of AB175**

The following rules apply to carriers who provide passenger transportation, excluding airport transport service:

Pursuant to Nevada Legislative Senate Bill No. 376

Sec. 36. Section 51 of Assembly Bill No. 175 of this session is hereby amended to read as follows:

Sec. 51. 1. Except as otherwise provided in subsection 2 and in addition to any other fee or assessment imposed pursuant to this chapter, an excise tax is hereby imposed on the connection, whether by dispatch or other means, made by a common motor carrier of a passenger to a person or operator willing to transport the passenger at the rate of 3 percent of the total fare charged for the transportation, which must include, without limitation, all fees, surcharges, technology fees, convenience charges for the use of a credit or debit card and any other amount that is part of the fare. The Department of Taxation shall charge and collect from each common motor carrier of passengers the excise tax imposed by this subsection.

2. The provisions of subsection 1 do not apply to an airport transfer service.

3. (Intentionally omitted)

4. As used in this section, "airport transfer service" means the transportation of passengers and their baggage in the same vehicle, except by taxicab, for a per capita charge between airports or between an airport and points and places in this State. The term does not include charter services by bus, charter services by limousine, scenic tours or special services.

NOTE 1: The passenger transportation recovery charge must be passed along to all customers.

NOTE 2: The 3% passenger transportation recovery charge must be shown separately from the total fare as defined above.

<b>Issued:</b>	<b>Issued By:</b> Erwin Ferrer  Reliance Care Enterprise LLC 172 Brushton Ct., Las Vegas, NV 89138	<b>Effective:</b>  <div style="border: 2px solid blue; padding: 5px; text-align: center;"><b>ACCEPTED</b>  <b>FEB 28 2024</b>  Nevada Transportation Authority Las Vegas, Nevada</div>
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