



# Ride On-Demand



## HOW IT WORKS

The RTC Ride On-Demand program is an on-demand transportation service available to a eligible RTC paratransit customers. This program allows customers to schedule a ride within minutes, without having to wait for a pick-up time or share the vehicle with multiple passengers. The Ride On-Demand program will operate in conjunction with all existing RTC services and participation in the program will not affect RTC paratransit eligibility.

## PROGRAM BENEFITS

- The RTC Ride On-Demand program allows clients to schedule a ride within minutes.
- Clients may book trips 24 hours a day, 7 days a week, by using the Lyft or RTC On-Demand Apps, by booking on the RTC On-Demand website via a computer or tablet, or by calling the RTC On-Demand Customer Service line at (702) 676-1801.
- The wait time may be as little as five minutes.
- Ride fares are often the same as RTC paratransit.
- On-demand service results in greater convenience and flexibility when scheduling medical appointments, work schedules, shopping, etc.

# SERVICE COMPARISON

Service Type	RTC Paratransit	Ride On-Demand
Fare	\$3 per ride	As low as \$3 per ride
Booking time frame	Minimum one day in advance - no same-day service	On demand - Instant request to dispatch ride
Day-of-wait time	30 minute window	As little as 5 minutes in core service area
Trip Reservations	By phone or myRTC para website	Via any computer, tablet, mobile device, or a call-in option

## PROGRAM DETAILS

- MONTHLY RIDE CAP:** All Ride On-Demand clients will be assigned a monthly ride cap. This ride cap will be determined based on the customer's previous 6-month RTC paratransit ridership, and should not cause the client to alter their typical travel patterns. RTC paratransit is still available to those clients who have exhausted their monthly ride allowance.
- RIDE COST:** Clients pay the initial \$3 of the ride fare. The RTC will then pay the next portion of the fare to cover approximately a 10-mile trip. If the total ride fare exceeds the RTC's subsidy, or goes beyond a 10-mile radius, it is the responsibility of the client to cover any additional costs. The client's portion of the fare to pay will always be provided to the client prior to confirming the trip booking. Please note that cancellation fees may be assessed for client no-shows and ride cancellations.

- **SERVICE AREA:** RTC Ride On-Demand will operate in the same service area as RTC paratransit. Customers can determine if a specific address is within the service area by visiting the following webpage: <https://www.rtcsonv.com/ways-to-travel/paratransit-accessibility/service-area/>
- **CLIENT ELIGIBILITY:** Clients interested in participating in the RTC Ride On-Demand must be certified for RTC paratransit . Additionally, Ride On-Demand is targeted to frequent users of RTC paratransit. If you are interested in participating in this program, please visit our website to submit an interest form at: <https://www.rtcsonv.com/ways-to-travel/paratransit-accessibility/on-demand-pilot-program/>. Alternatively, you may also call us at (702) 478-2400 (option 2) or send an email to RideOn-Demand@rtcsonv.com. Once your interest form is received, RTC staff will review your eligibility and reach out to you accordingly. Eligible customers will receive an email or phone call with next steps to formally enroll in the program, within three business days.

