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RTC On-Demand Pilot Program Frequently Asked Questions

How it works

The Ride On-Demand Pilot program is open to Southern Nevada Transit Coalition (SNTC) Paratransit riders only.

- Clients will opt-in or opt-out of the program.
 - OPT-IN by registering at rctsnv.com/transit/paratransit/on-demand-pilot/ .
 - Clients will receive an email or be contacted by the RTC with next steps to formally enroll in the program.
 - Clients who opt-in to the pilot program will no longer be eligible to use SNTC Paratransit Services.
 - OPT-OUT by emailing RideOn-Demand@rctsnv.com .
- Every participant in the RTC Ride On-Demand Pilot program will be assigned an individual per-month ride cap, which will be based on the client’s previous ride history with SNTC.
- The Ride On-Demand Pilot Program will operate in conjunction with all existing RTC services.

Program Benefits

- RTC Ride On-Demand will allow clients to schedule a ride within minutes by:
 - Anytime using the Lyft app on a smartphone (free via the Google Play or Apple app stores); or
 - Calling RTC Customer Care at (702)478-2400 (option 4) seven days a week from 7 a.m. to 6 p.m.
 - Wheelchair accessible vehicle (WAV) clients must book rides by calling RTC Customer Care.
- The wait time may be as little as five minutes.
- Clients will not need to share the vehicle with other clients on most trips.

Service Comparison

Service	RTC / SNTC	Pilot Program
Fare	\$3 per ride	As low as \$3 per ride
Booking time frame	Minimum one day in advance	On demand: Instant request to dispatch
Day of wait time	30 minute window	As little as five minutes in core service areas
Trip reservations	By phone	Via mobile phone through the Lyft app or a call-in option

FAQs – Before Launch

Q: What does ‘pilot program’ mean?

A: The On-Demand Pilot program is a voluntary program that is set to run for a specific date range (6-month pilot program). The RTC reserves the right to modify or change this pilot program at any time to better meet the needs of its clients and ensure program efficiency. Any changes will be proactively communicated to clients.

Q: How does the service differ from existing Southern Nevada Transit Coalition (SNTC) Paratransit transportation services?

A: In most cases, the pilot is a replacement program to the existing SNTC paratransit service. The pilot program will allow clients to book their own personal rides any time of the day using the Lyft app (non-WAV clients only) or through RTC Customer Care (all eligible clients) seven days a week from 7 a.m. to 6 p.m. The pilot program will not offer the same set of services as SNTC paratransit (e.g., drivers are not required to leave their vehicles or perform services not usually provided by Lyft or other program operators). Regular RTC paratransit service will continue to operate under its existing conditions.

***The RTC On-Demand Pilot Program will have no impact on your RTC paratransit eligibility.**

Q: Am I eligible to participate?

A: All of the eligible clients for the pilot program have been identified. If you have not received welcoming information from the RTC you are not eligible to participate in the pilot at this time. If you have any questions regarding eligibility please email RideOn-Demand@rtcsonv.com or call RTC Customer Care.

For questions about your sign-up status, eligible customers will receive further instructions and access to the program via e-mail from RTC within 1-2 weeks of sign-up.

For questions about your eligibility, or if it has been 72 hours, please contact the RTC at RideOn-Demand@rtcsonv.com

Q: What if I do not have a smartphone?

A: Customers without access to smartphones may use a phone-in option by calling RTC Customer Care at (702)478-2400 (option 4), seven days a week from 7 a.m. to 6 p.m. All WAV clients must phone-in to book their trip as the smartphone app is not available to WAV clients at this time.

Q: How will do I pay for rides on this pilot program?

A: Your method of payment is dependent on how you opted to schedule your rides:

1. **Those using the Lyft app** (non-WAV clients) will need to create an account with Lyft.
 - a. A Lyft account will require a major credit card, a debit card, a Lyft gift card, or a pre-paid credit card.
 - i. In order for the RTC to add your ride credits to your Lyft account each month, you will need to provide the following information:
 1. First and Last name associated with the account
 2. Email address associated with the account
 3. Cellphone number associated with the account
 - b. Additional notes regarding your Lyft account:

- i. You can estimate the cost of your trip in advance at:
<https://www.lyft.com/cities/las-vegas-nv>
 - ii. If you experience a discrepancy with your fare or payment on a trip, clients should contact Lyft directly (the RTC does not have the ability to change trip fares)
 - iii. Tips for Lyft are not eligible for the subsidy. The RTC will not cover a 'tip' expense.
2. **Those using the phone-in option** (WAV clients and those who do not have a smart phone app) will pre-pay for their rides using a major credit card, a debit card, or a pre-paid credit card on the secure RTC website or by pre-paying with cash at the RTC customer booth.
 - a. Online payments – visit
<https://www.rtcnv.com/transit/paratransit/on-demand-pilot> and select **Fund My Account**.
 - b. To pre-pay with cash visit the customer service office on the first floor of the RTC Administration Building, located at 600 South Grand Central Parkway, Las Vegas, Nevada 89106.

Q: Why do I need to sign up for the pilot program first, and then create an account with Lyft and download the Lyft smartphone app?

A: Signing up for the pilot program expresses your interest in joining the pilot program. To use the pilot program, you must have an account with Lyft. Downloading the app is optional for those non-WAV clients who have a smartphone.

Q: How much will I pay for a trip on the pilot?

A: For all eligible trips, customers pay the first **\$3** of a trip and the **RTC will cover the remaining fare charges up to \$15**. It is the responsibility of the customer to cover additional expense. You will be shown the total amount you owe at time of request.

For example:

- A \$6 trip will cost the customer \$3 and the RTC will pay \$3
- A \$18 trip will cost the customer \$3 and the RTC will pay \$15
- A \$20 trip will cost the customer \$5 (initial \$3, plus \$2 additional expense) and the RTC will pay \$15

A few other pointers on fares/payment for trips:

- Trip estimator <https://www.lyft.com/cities/las-vegas-nv>
- Tips for Lyft are not eligible for the subsidy. The RTC will cover no 'tip' expense.

Q: What Service Area does the pilot cover?

A: The RTC On-Demand pilot program will cover a service area equal to what SNTC & RTC paratransit currently cover.

Q: What are the Service Hours of the pilot?

A: The RTC On-Demand pilot program will offer rides 24 hours a day based upon driver availability. To book on-demand trips, customers can call the Customer Care Center seven days a week from 7 a.m. to 6 p.m. or schedule a Lyft using your Lyft app 24 hours a day seven days a week.

Q: What if I need a Wheelchair Accessible Vehicle (WAV)?

A: WAV vehicles may be requested by calling the customer care center at (702)478 - 2400 (option 4), seven days a week from 7 a.m. to 6 p.m.

Q: Will my participation in the pilot program affect my RTC paratransit eligibility?

A: No, pilot program participation will have no impact on your RTC paratransit eligibility.

Q: Will my participation in the pilot program affect my SNTC paratransit eligibility?

A: Yes, clients will not be permitted to use both the pilot program and SNTC transportation.

Q: If I decide to no longer participate in the pilot program after signing up, can I opt-out?

A: Yes, you may stop using the pilot program at any time. Please contact the RTC at RideOn-Demand@RTCSNV.com to confirm that you no longer will participate in the pilot program. You will be contacted by an RTC designee to discuss options.

FAQs – After Enrollment

Q: What if I have a question or a concern about a trip I took?

A: For questions about a trip or a concern with a trip,

1. Trips scheduled using the Lyft app. should be directed to the Lyft Help Center at <https://help.lyft.com/hc/en-us>
2. Trips scheduled using the phone-in option should be directed to RTC Customer Care at (702)478 – 2400 (option 4), seven days a week from 7 a.m. to 6 p.m.

Q: How will I get my new trips every month?

A: Your trip ‘maximum’ will automatically renew in your account on the first of each month. Trips can NOT be rolled over from month to month.

Q: What is "prime time" or “surge pricing” with Lyft?

A: Lyft uses Prime Time to encourage drivers to drive in certain areas, at certain times, when there is a higher-than-normal demand. In these cases, passengers may be required to pay an additional percentage on top of the original price for the ride. For example, if Prime Time is 50%, a ride that is \$6 without Prime Time would become \$9.

*Surge pricing only applies to non-WAV clients.

Q: What is the cancellation or no-show policy?

A: If you no longer need a ride, feel free to cancel it; however, a cancellation fee or penalty will be applied for specific rides. The penalty may include but is not limited to your account will be reduced by one trip.

- Cancellation fees are charged when either of these occur:
 - 5 minutes or more pass since a driver accepts your ride request.
 - Your driver is on time and is set to arrive within 5 minutes of the original estimated arrival time.
- No-show penalty (loss of one trip) are charged under these circumstances:
 - Your driver arrived to pick you up and you did not board the vehicle.
 - Your driver waited 5 minutes or more and you did not board the vehicle.
 - Your driver tried to contact you and failed to connect with you.

Q: What if I signed up, but have not yet received training or instructions about how to take a trip?

A: Eligible customers will receive further instructions and access to the program via e-mail or phone call from RTC 1-2 weeks of sign-up. If you have not received any instructions in 1-2 weeks, email RTC at RideOn-Demand@rtcsonv.com or contact RTC Customer Care at (702)478 – 2400 (option 4), seven days a week from 7 a.m. to 6 p.m.

Q: How do I know if my smart phone app provides me with subsidized trips?

A: A banner will display across the top of your app that reads "You have \$15 off x rides" or "You have credits available." Click on the profile button (icon with a face in the top left corner), then click on Promos (5th option), then make sure that the Lyft and RTC Partnership promo is listed there.

*This option is for non-WAV clients only.

For questions about your app or trip, please contact Lyft directly through the *Lyft app*

Trip Question:

- Lyft app, non-WAV clients click on the profile button (icon with a face in the top left corner), then click on "Ride History" (3rd option). Click on the particular trip with the issue. Scroll all the way to the bottom and select "Get Help."
- WAV or non-smartphone app clients contact RTC Customer Care at (702)478 - 2400 (option 4), seven days a week from 7 a.m. to 6 p.m. or email RTC at RideOn-Demand@rtcsonv.com.

General Question:

- Lyft app, non-WAV clients click on the profile button (icon with a face in the top left corner), then click on Help (6th option). Click "Help Center" and then either select a specific topic within the FAQ or scroll down to the section titled "Need something else?" and click on "Contact Support."
- WAV or non-smartphone app clients contact RTC Customer Care at (702)478 - 2400 (option 4), seven days a week from 7 a.m. to 6 p.m. or email RTC at RideOn-Demand@rtcsonv.com

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For questions about your eligibility or if it has been 72 hours without a reply, please contact the RTC at RideOn-Demand@rtcsonv.com