



Ride On Demand Pilot Program

BEGINNING MONDAY, FEBRUARY 12, 2018

About the Program

RTC Ride On-Demand will allow you to schedule a ride within minutes. The wait time may be as little as five minutes.

For most trips, clients will not need to share the vehicle with others.

Participants 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 the Southern Nevada Transit Coalition (SNTC).

The Ride On-Demand Pilot Program will operate in conjunction with all existing RTC services.

Booking Your Trip and Wheelchair-Accessibility

You will have two options to book your rides:

1. By using the Lyft app on your smartphone (free via Google Play or Apple App Store); or
2. By calling RTC Customer Care at **(702) 478-2400** seven days a week from **7 a.m. to 6 p.m. Select option 4**
 - Wheelchair accessible vehicle (WAV) passengers must call Customer Care to book their rides. The Lyft app is not available to WAV clients at this time.

Trip Cost

Most trips will remain **\$3 per ride**. If your ride exceeds \$3 based on your planned departure and destination, you will be notified of the additional cost prior to booking.

Payment Options

Customers using RTC Customer Care to schedule a ride can pay by loading your pre-paid account prior to scheduling.

Visit **rtcsonv.com/transit/paratransit/on-demand-pilot** (select Fund My Account).

Customers using the Lyft app can pay using a secure Lyft account which accepts a personal credit card, prepaid debit card, PayPal or Lyft gift card.