RTC Ride On-Demand
PILOT PROGRAM
HOW IT WORKS
The RTC Ride On-Demand pilot program is an on-demand transportation service available to a select group of RTC paratransit customers. This pilot 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 pilot program will operate in conjunction with all existing RTC services and participation in the pilot program will not affect RTC paratransit eligibility.

PROGRAM BENEFITS
• The RTC Ride On-Demand pilot program allows clients to schedule a ride within minutes:
  - Anytime – via the Lyft or Tango Car app on a smartphone (free, in Google Play or Apple App Store); or
  - 7 a.m. to 6 p.m., or until 11 p.m. by giving 24 hours’ notice – by calling RTC Customer Care at (702) 478-2400 (option 2) seven days a week.
• The wait time may be as little as five minutes.
• Clients will not need to share the vehicle with other clients, resulting in a direct trip to their destination.
• 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**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>RTC Paratransit</th>
<th>Ride On-Demand</th>
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</thead>
<tbody>
<tr>
<td>Fare</td>
<td>$3 per ride</td>
<td>As low as $3 per ride</td>
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<tr>
<td>Booking time frame</td>
<td>Minimum one day in advance – no same-day service</td>
<td>On demand – Instant request to dispatch ride</td>
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<tr>
<td>Day-of wait time</td>
<td>30-minute window</td>
<td>As little as 5 minutes in core service area</td>
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<tr>
<td>Trip Reservations</td>
<td>By phone only</td>
<td>Via any mobile device, or a call-in option</td>
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**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 your previous six (6) months of RTC paratransit ridership and should not cause you to alter your 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. You can estimate the cost of your Lyft trip in advance at: https://www.lyft.com/rider/cities/las-vegas-nv

  *Cancellation fees are assessed for client no-shows and ride cancellations without proper notice.*
• **SERVICE AREA:** RTC Ride On-Demand will operate in the same service area as RTC paratransit. You can see if a specific address is within the service area by visiting the following webpage: https://www.rtcsnv.com/ways-to-travel/paratransit-accessibility/service-area/.

• **CLIENT ELIGIBILITY:** Clients interested in participating in the RTC Ride On-Demand pilot program must be certified for RTC paratransit service. 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.rtcsnv.com/ways-to-travel/paratransit-accessibility/on-demand-pilot-program/. Alternatively, you can call us at (702) 478-2400 (option 2) or send an email to RideOn-Demand@rtcsnv.com. Once your interest is received, RTC staff will evaluate you for enrollment into the program and contact you accordingly.