IMPORTANT INFORMATION
ABOUT YOUR TRANSPORTATION SERVICE

On behalf of the Regional Transportation Commission of Southern Nevada (RTC), we want to thank you for your participation in our Ride On-Demand pilot program. We would like to take this opportunity to share some of the best practices and frequently asked questions we have received in order to better enhance your Ride On-Demand experience.

**FEES AND CHARGES:** If you believe you were overcharged or charged in error after reviewing the following information regarding pricing, please click the following link so the Lyft Support team can assist you. https://help.lyft.com/hc/en-us/requests/new?ticket_form_id=724707. Below are some common reasons riders believe they were overcharged for a ride.

**SURGE PRICING:** Riders may see higher ride costs when there’s more demand for rides. If your upfront price was higher than expected, it might have been busier than usual. If you add or change destinations mid-ride, you may see an itemized “Prime Time” charge in your receipt. This amount, normally included in your upfront price, is dynamically calculated based on ride demand at the time and place your ride was requested.

**DEBIT CARD USAGE:** If you use a debit card to pay for your Ride On-Demand rides, please know that your financial institution may place a temporary hold on funds in addition to the cost of the ride. This temporary holding of funds, or authorizations, can take anywhere from 3 to 5 business days to drop off.

**SUGGESTION:** Try using a credit card or VISA/MasterCard Gift Card to reduce the impact of temporary authorizations holding your checking account funds.

**LYFT PENDING AUTH:** When you create a Lyft account, update your payment method, or request a ride, you may see a pending transaction in addition to your ride charge on your payment method. This isn’t an extra charge, but a temporary authorization we use to verify your payment method. The authorization will never actually process but may show as “pending” on your bank statement. An authorization appears on your card or bank statement as ‘LYFT ‘PENDING AUTH’, and your card issuer will typically remove it within 3-5 business days.
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PRE-PAID RIDE ON-DEMAND ACCOUNTS:
If you book your Ride On-Demand rides over the phone, then you utilize the RTC website to fund your Ride On-Demand account. Please remember that payments made to your account can take 5 to 7 business days to load to your Ride On-Demand account. The RTC Ride On-Demand Program will not provide rides to clients with insufficient funds.

SUGGESTION: Please ensure you allow for adequate processing time when funding your account, especially during weekends and holidays.

GOOGLE MAPS AND DRIVER ROUTING:
Lyft and Tango Car technology rely on Google Maps to determine driver routes and are designed to route the driver via the fastest route. Google Maps analyzes many factors in determining the fastest route including: traffic conditions, known detours, time-of-day, etc. This can lead to different routing, and possibly different pricing, despite traveling to the same locations. Drivers are allowed to take alternate routes to avoid construction, blocked roads, or heavy traffic when necessary.

CHANGE IN PERSONAL INFORMATION:
The information you have on file with the RTC Ride On-Demand department is what we send to Lyft or Tango Car to load your monthyride allowance. It is imperative that this information is kept up-to-date to ensure your continuous use of the Ride On-Demand Program.

SUGGESTION: Contact RTC Customer Care at (702) 478-2400 (option 2), or by emailing RideOn-Demand@rtcsnv.com to inform us of any changes to your telephone number, email address, or home address. When speaking with an RTC representative over the phone, be sure to identify yourself as a Ride On-Demand client. Failure to keep your personal information updated with the Ride On-Demand Program will impact your ability to book rides.

RIDE COST:
The RTC does not have the ability to change or modify trip fares for the Ride On-Demand Program. If you use Lyft, you can estimate the cost of your trip in advance at: https://www.lyft.com/rider/cities/las-vegas-nv. For non-Lyft users, you may contact RTC Customer Care at (702) 478-2400 (option 2) and a booking agent can give you a fare estimate. If you experience a discrepancy with your fare or payment on a trip, you may contact Lyft directly through their App or website: https://help.lyft.com/hc/en-us, or email us at: RideOn-Demand@rtcsnv.com.

NOTE: The RTC Ride On-Demand trip subsidy will not apply towards any “tip” or fee. Any tips or fees are the responsibility of the client.

Please feel free to contact RTC Customer Care at (702) 478-2400 (option 4) if you have any questions or would like to provide feedback. You can also send an email to RideOn-Demand@rtcsnv.com.