



600 S. Grand Central Pkwy., Suite 350, Las Vegas, NV 89106-4512

## IMPORTANT INFORMATION ABOUT YOUR TRANSPORTATION SERVICE

Dear Client,

On behalf of the RTC, we want to thank you for being a valued participant of the Ride On-Demand program. Given the recent COVID-19 pandemic, the RTC and Lyft are committed to the safety of both passengers and drivers. During your enrollment process for this program, you agreed to adhere to both RTC and Lyft policies. Lyft has notified the RTC that, effective immediately, they will be requiring passengers to abide by the following COVID-19 pandemic policies. Before using Lyft, every rider and driver will be required to self-certify in the app that they **will wear a face covering throughout the ride**, are COVID-19 symptom-free, and will follow CDC and local guidelines related to COVID-19. Additionally, both passengers and drivers will be required to confirm the following prior to taking a ride:

### Passengers will:

- wear a face covering
- not ride with Lyft if they have COVID-19, think they have it, or have related symptoms
- not ride in the front seat

### Drivers will:

- wear a face covering
- not drive with Lyft if they have COVID-19, think they have it, or have related symptoms
- keep vehicles clean and sanitize their hands frequently
- leave windows open when possible and avoid recirculated air when possible

We have included information provided by Lyft detailing their safety program. Additionally, you can find the most updated information regarding Lyft's response to COVID-19 at: <https://www.lyft.com/safety/coronavirus>.

Please feel free to contact RTC Customer Care at (702) 478 - 2400 (select option 2) if you have any questions or would like to provide feedback or you can email [RideOn-Demand@rtcsonv.com](mailto:RideOn-Demand@rtcsonv.com).

Sincerely,

RTC Staff