



600 S. Grand Central Parkway | Suite 350, Las Vegas, NV 89106

rtcnev.com | 702.676.1500 |     

On behalf of the Regional Transportation Commission of Southern Nevada (RTC), we want to thank you for your participation in our Ride On-Demand 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:

For Lyft riders who believe there has been an overcharge or a billing error, the following link may be used to contact the Lyft Support team https://help.lyft.com/hc/en-us/requests/new?ticket_form_id=724707.

For non-Lyft riders, please call the Ride On-Demand Customer Service team at (702) 676-1801

Clients who do not use a smartphone APP or login to a website may call the Ride On-Demand Customer Service team (702) 676-1801.

Ride On-Demand Customer Care at (702) 676-1801 is available 24 hours a day seven days a week to assist

Below are some common reasons riders believe they may have been overcharged for rides.

Surge Pricing: Riders may see higher ride costs when there is a greater demand for rides. If the upfront trip price is higher than expected, the busiest times of the day may create unusually high demand for trips. If trip destinations are added or changed mid-ride, there may be an itemized "Prime Time" charge on your receipt. This amount, normally included in the upfront price, is dynamically calculated based on ride demand at the time and place where the ride was requested.

Debit Card Usage: If a client uses a debit card to pay for Ride On-Demand rides, the client's 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:** Clients may use a credit card, or other authorized payment card to reduce the impact of a potential temporary hold being placed on their checking account funds.

Clients who book their Ride On-Demand trips by telephone must prepay

for their trips: Clients may fund their accounts by using the RTC On-Demand App on smartphones, by accessing the website via a computer or tablet (at <https://book.rtcondemand.rideco.com>) , by making payments in person at 600 S Grand Central Parkway Monday through Thursday 7 AM to 5:30 PM, or by mailing in checks or money orders to 600 S Grand Central Parkway. Clients must allow sufficient processing time for mailed funds to be credited to their on accounts.

Driver Routing: Ride On-Demand technology relies on Google Maps to determine the most efficient and expedient routing. Google Maps analyzes many factors in determining the fastest route including: traffic conditions, traffic congestion, known detours, time-of-day, etc. This can lead to alternate routing, and possibly different pricing, despite traveling to the same locations. Drivers may 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 Ride On-Demand department is what will be sent to Lyft or uploaded into the RTC On-Demand database. It is imperative that this information is kept up-to-date to ensure continuous use of the Ride On-Demand Program.

- **Suggestion:** Clients may contact RTC Customer Service at (702) 228-4800, or may email RideOn-Demand@rtcsnv.com, to update the RTC of with changes to telephone numbers, email addresses, or home addresses. Clients should identify themselves as Ride On-Demand clients. Failure to keep personal information updated with the Ride On-Demand Program may impact a client's ability to book rides.

Fees and Charges: The RTC does not have the ability to change or modify trip fares for the Ride On-Demand Program. If clients use Lyft,

cost of your trip estimates may be obtained at:

<https://www.lyft.com/rider/cities/las-vegas-nv>.

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