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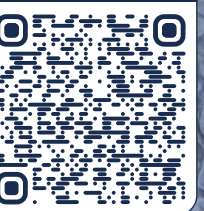

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VRT Beyond Access Zone
Zona de Servicio Beyond Access

VRT Access Zone
Zona de Servicio Access

No Service Area
Sin área de servicio
Zone Note: Beyond Access trip requests that can be completed entirely by Access must be booked as Access trips.

Nota de zona: Las solicitudes de viaje de Beyond Access que Access puede completar en su totalidad deben reservarse como viajes de Access.

Interactive Web Map


Frequently Asked Questions

What is VRT Beyond Access?

VRT Beyond Access is a shared ride service offering a convenient way to book rides throughout the Treasure Valley. VRT Beyond Access takes you curb-to-curb in and between Canyon and Ada counties within a designated service area at no cost.

How do I book a ride?

Rides are booked on a first come, first served basis. You are responsible to plan pick-up times that will get you to your destination on time.

What can I expect at pick-up?

Passengers must be ready to be picked up at the start of the negotiated window. Drivers will wait no longer than 5 minutes. Drivers are not allowed to go into residence, business, or any other dwelling.

How do I qualify?

VRT Beyond Access, passengers **must first** be certified to ride VRT Access. To apply for VRT Access, please visit ADARide.com or call (877) 232-7433.

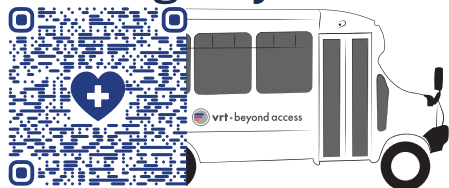
If you **DO NOT** qualify for Access and:

- Are 60 or older, you **qualify for Beyond Access**
- Are younger than 60, you **do not qualify for Beyond Access**

If you **DO** qualify for Access, you automatically qualify for Beyond Access.

For more information visit:

ridevrt.org/beyondaccess



RIDER GUIDELINES

For the safety and comfort of all riders, please observe the following rules:

- All passengers, including personal care attendants, are required to wear a safety belt and remain seated until the vehicle comes to a complete stop.
- Passengers in wheelchairs and other mobility devices are required to wear the seat belt attached to the device.
- No eating, drinking, or use of alcohol or tobacco (including e-cigarettes).
- No physical or verbal abuse of other passengers or the driver.
- No littering.
- No profanity or disruptive behavior.
- Do not threaten or harass other passengers or the driver.
- No flammables (such as gasoline, alcohol, and lighter fluid).
- Bicycles, grocery carts, strollers, or other non-mobility devices must be folded and stored between the seat rows.
- Pets, including companion animals, must remain in an enclosed carrier.
- Service animals must be under the handler's control at all times, are not permitted to run free inside the vehicle, and are not permitted to sit on the seats.
- Drivers do not carry packages, groceries, or other belongings.
- Passengers must carry their own items on and off the vehicle, and all items must fit within their seating area and not impede walkways or other seating space. Passengers cannot make multiple trips for packages.
- Carts are allowed up to 15"x20"x40". Items within the cart must stay within the cart and not overflow or hang outside. Passengers must be in control of their cart at all times and be able to load and unload their cart from the vehicle.

BOOK YOUR TRIP

3 WAYS TO SCHEDULE YOUR RIDE!



VRT Customer Service
208-345-7433



VRT Website
rideVRT.org/booking



Mobile Application
VRT Booking App
Available free where you get your apps.

BE PREPARED WITH THE FOLLOWING INFORMATION AT TIME OF BOOKING:

- ✓ Passenger Name
- ✓ Desired pick-up time
- ✓ Destination name and full physical address
- ✓ If you are bringing any mobility devices
- ✓ If you will have a (1) personal care attendant (*personal guests are not permitted*)

TO CANCEL OR CHANGE A RESERVATION, CALL 208-345-7433

Note: Beyond Access trip requests that can be completed entirely by Access must be booked as Access trips.

To avoid a no show, rides must be cancelled at least one hour before your trip starts. No Shows result in service being suspended.

Beyond Access is not emergency medical transport. In the event of an emergency, please call 911.



vrt • beyond access

Shared Ride Service

Beyond Access provides no-cost door-to-door transportation for older adults and persons with disabilities.

Service Hours:
Monday - Friday
7:00 AM - 6:00 PM

3 WAYS TO SCHEDULE A VRT BEYOND ACCESS RIDE!



VRT CUSTOMER SERVICE
208-345-7433



VRT WEBSITE
rideVRT.org/booking



VRT BOOKING APP
Available free where you get your apps

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valley regional transit