

SMARTER TRIPS. SHORTER WAITS.

VRT is sharing vehicles between Access, Beyond Access, and On-Demand to support more riders, reduce waiting times, and be more efficient.



**Service
Alert**

WHAT'S CHANGING

- **Ada County:** Access vehicles support Beyond Access when available
- **Canyon County:** Access vehicles support VRT On-Demand when available

WHAT'S NOT CHANGING

- Eligibility
- Service areas
- Fares
- Booking process

EFFECTIVE

▶ **ADA COUNTY**

1/2/26

▶ **CANYON COUNTY**

2/2/26

WHAT TO EXPECT

- **Shorter wait times + more available rides!**
- **Ada County:** fareboxes for Access only; Beyond Access remains free
- **Canyon County:** fareboxes for Access only; VRT On-Demand riders should Umo or cash
- Different vehicles than you might have had in the past; staff is working on removing service decals since any vehicle can be used
- No bike racks on some vehicles; staff is working to install

WHY UMO

Umo is currently the only payment option on a few vehicles other than cash. Umo also turns frequent riding into pass pricing: simply tap and go, pay per ride, and once your total reaches All Day or 31-Day Pass amounts, you get unlimited rides for the rest of that period.

REMEMBER: service is reflected during booking, not by how the vehicle looks; drivers will have your trip information and get you to your destination. Thank you for your patience while we make this shift toward more consistent service!



Questions? Call Customer Service: 208-345-7433
Learn more at: ridevrt.org/comingle

