

UMO Pass Frequently Asked Questions

Can I continue to use my TouchPass Card?

Yes, you can continue to use your TouchPass Card for our current fare products AND stored value. Starting April 5th stored value will be available to all passengers, you do not NEED the new UMO Pass card to use stored value.

Can I keep using my monthly and 20 ride passes?

Yes, you can continue to use and purchase our current fare products like monthly passes, day passes, and 20 ride passes. Stored Value is offered in addition to our current products.

I use the TouchPass Mobile App. Do I need to download the 'UMO App'?

We encourage all TouchPass App users to download and use the 'UMO Pass' App, available on the App Store and Google Play. You can continue purchasing and using current fare products OR Stored Value on either the TouchPass App or the UMO App.

How do I reach the daily or monthly cap?

Once you have paid a total of \$6 that day (\$3 for reduced fare riders) the UMO Pass system will let you ride fare free for the rest of the day. That means whether you ride 4x or 10x that day you won't pay more than \$6! Once you have reached \$56 fare paid in a calendar month (\$28 Reduced Fare) you can ride free for the remainder of the calendar month! Transfers do not count toward the daily or monthly cap, only 'Charged Trips', trips which deduct value from your UMO Pass account, are used toward the cap.

Are transfers still free?

Yes, no change is being made to our transfer policy. Transfer 'Passes' are valid for two trips within 90 minutes of being 'issued'. Transfer Passes are automatically available for UMO Pass/TouchPass Users and are printed out at the farebox for cash paying passengers.

Can I still use cash to ride the bus?

Absolutely, we will still be accepting cash on board the buses at the farebox. Please note that if you use cash at the farebox you will not be able to get the 'fare capping' benefit as your trips cannot be counted toward the cap.



For more information please visit:
www.RVTD.org/UmoPass