

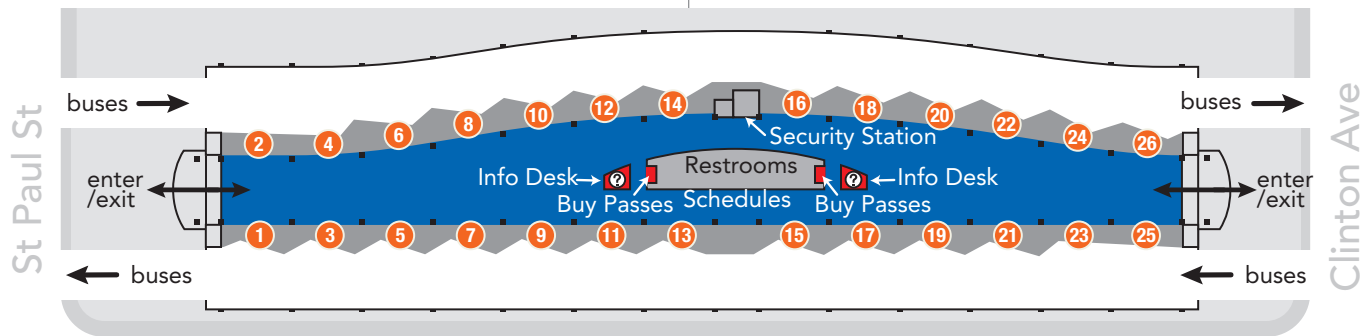
# Tips for a smooth ride.

- Arrive at your bus stop, pick-up location, or gate at least five minutes before your scheduled departure.
- Remain on the curb or inside the RTS Transit Center until the vehicle comes to a complete stop and the doors open. Don't step into the road or bus ways.
- Have your exact fare ready before you board to avoid delays.
- Wait for passengers to exit the vehicle before boarding.
- Watch your step. Rain and snow can make steps and paths slippery.
- Use handrails to board and exit the vehicle, and if standing when the vehicle is in motion.
- Stand behind the white line at the front when on an RTS Connect bus.
- Signal your stop by pulling the cord by the window.
- Remain seated until the vehicle reaches your stop or drop-off location.

- Exit at the back of the RTS Connect bus and go directly to the curb, the Connection Hub, or into the RTS Transit Center. Please don't walk in front of the bus or between buses.
- Exit from the side door of an On Demand vehicle and go directly to the curb or Connection Hub. Please don't walk in front of the vehicle or between vehicles.
- Stand back when the lift is in use.
- Never chase after or pound on any RTS vehicle after it pulls away from the curb. Vehicles will not stop.

## Practice simple acts of kindness

- Speak quietly and be mindful of your language.
- Use headphones to enjoy your music.
- No smoking allowed in RTS vehicles or on RTS Transit Center Property.
- Food and beverage containers brought on board must have sealed lids and be taken with you when you exit the vehicle.
- Pets in animal carriers are welcome on board. Service animals are exempt from this rule.



## RTS Transit Center

### Find Your Bus

Check the monitors located at the North Clinton Avenue and St. Paul Street entrances and above the Customer Information Desks for all routes and gate numbers. While routes usually depart from the same gates, always check the monitors so you board the right bus!

### RTS Go Ticket Vending Machines (TVM)

Located behind the Customer Information Desks, RTS Go TVMs accept cash, credit, and debit cards.

### Schedules

Printed schedules are available between Gates 13 and 15.

# Know the basics.

## Reading an RTS Connect schedule

1. Look for the day of the week you plan to travel.
2. Select the direction of the route that will take you to your destination.
3. Locate the column for your bus stop under your travel direction. If the stop isn't listed, find the column for the bus stop that comes before yours.
4. Choose the time that's closest to when you want to travel. Be sure to check whether the time is am or pm.

## Using the farebox

- **RTS Go mobile:** Scan bar code on the center of the RTS Go validator.
- **RTS Go card:** Tap your card on the right side of the RTS Go validator.
- **Bills & Coins:** Exact change only. You may purchase one ride for \$1 or an all-day pass for \$3.

## Riding with a mobility device

Before boarding the bus or On Demand vehicle, check manufacturer guidelines for your mobility device to ensure it is appropriate for use on public transit.

1. Let the Operator know if you'd like to use the lift or ramp to help you board.
2. Be sure the Operator fastens your mobility device using the required 3-4-point securement and releases your device when you're ready to exit.
3. For your safety, we encourage you to lock your manual wheelchair or turn off your automated/motorized mobility device.
4. For your safety, we strongly encourage customers to utilize the shoulder and lap belt securement.
5. When approaching your stop, press the "Stop Request" button on the bottom of the flipped-up seat in the priority seating area.

For more details, please visit [myRTS.com/Riders-Guide/ADA-Compliance](http://myRTS.com/Riders-Guide/ADA-Compliance).

## Bike & Ride

RTS Connect buses and On Demand vehicles have bike racks to accommodate cyclists. Here's the safe way to use them:

1. Always approach the vehicle from the sidewalk side. Make sure the vehicle stops completely and that the Operator sees you before you step in front of the vehicle with your bike.
2. Put your bike on its kickstand so both your hands are free.
3. Firmly grasp the silver handle in the center of the bike rack and squeeze until the rack releases.
4. Lower the rack to the open position and place your bike into one of the tire slots.
5. Pull the padded tension bar out and over your bike tire. Then place it on top of the tire to secure your bike.
6. Remove any valuables or loose items from your bike before boarding the bus.
7. When your stop is near, alert the Operator that you'll be getting off and unloading your bike. Exit through the front door.
8. Lift the tension bar on the bike rack and return it to the stowed and locked position to remove your bike.

## Riding with a stroller

Let the Operator know if you'd like to use the lift or ramp to help you board. Once on board, fold and stow the stroller in your seating area.

## Priority Seating (ADA regulations)

Priority Seats are for elderly adults and people with disabilities and are clearly labeled in compliance with the U.S. Department of Transportation's Americans with Disabilities Act (ADA) regulations. Please be considerate of other passengers' needs. If you sit in a "flip seat" in an area designated for securing a wheelchair, please be aware that if a customer with a wheelchair boards, you will need to move from those seats so that the customer's wheelchair can be properly secured.



# Enjoy the Ride Guide

Transit that's frequent, reliable, and connected—for you!



# Pick a ride.

## RTS Connect: Fixed route service.

### Frequent Network Routes:

- Serve the RTS Transit Center downtown.
- Every 15 minutes, Mon-Fri 6am - 6pm.
- Less frequent at other times.

- **Short Line:** Covers portions of routes for increased frequency in higher-demand areas.
- **Long Line:** Covers the entire route, including portions that the Short Lines do not cover.

### Local Routes:

- Serve the RTS Transit Center downtown.
- Every 30 minutes, Mon-Fri 6am - 6pm.
- Less frequent at other times.

### Crosstown Routes:

- No service to the RTS Transit Center.
- Every 30-minutes Mon-Fri 6am - 6pm.
- Less frequent at other times.

### Commuter Routes:

- No service to the RTS Transit Center.
- Weekdays, 1-2 trips am and pm peak times.

For specific trip times, please use the *Transit* app or bus schedules.

or

## RTS On Demand: Rides upon request.

RTS On Demand service helps customers enjoy a more customized, flexible, and reliable experience in areas that do not have fixed-route transit service.


On Demand zones are in Brockport, Greece, Henrietta, Irondequoit, Lexington Ave, Pittsford/Eastview, and Webster. Travelers within an On Demand zone can request a ride; vehicles are ADA-accessible. Pick up is available on either side of the street at the zone border.

Request a ride using the RTS On Demand app, visiting myRTS.com, or calling Customer Service at 585-288-1700. Pay with RTS Go or with cash (exact change).

# Plan your trip.

## Four tools to help:


### Transit app

- 1  Install the *Transit* app on your phone and select the best way to get from point A to point B with RTS Connect.

In addition to paying your fare, use the *Transit* app to:

- Plan your route and review mobility options, including bike shares.
- Track real-time arrival and departure information in the app or text your bus stop ID number to 20105 for the information.
- Get step-by-step directions to your destination.
- Find the nearest bus stop and departure times.
- Save your favorite routes.
- Subscribe to service alerts and updates.

### RTS On Demand app

- 2  Install the RTS On Demand app on your phone to plan trips on RTS On Demand and RTS Connect.

### RTS Trip Planner

- 3 Use the Trip Planner on myRTS.com or in the RTS Transit Center and follow the interactive screen prompts to display your travel options.

### RTS Customer Service

- 4 Contact a Customer Service Representative at 585-288-1700, the RTS Transit Center Customer Information Desk, or at myRTS.com/Contact-Us.

## Connection Hubs: Catch a ride.

RTS Connection Hubs are similar to bus shelters and are clearly marked. RTS Connect, RTS On Demand zones, and other mobility services intersect at these hubs located at BayTowne Plaza, Blossom Loop, Eastman Avenue, Greece Ridge Mall, Hylan Drive, Irondequoit Plaza, Rochester Tech Park, Skyview on the Ridge, and St. John Fisher.

# Pay the fare.

## Three ways to pay:

- 1 **RTS Go mobile**  
Install the *Transit* app on your phone. Tap the RTS Go logo at the bottom of the screen to create your account and add funds.
- 2 **RTS Go card**  
Buy a reloadable RTS Go card at the ticket vending machine in the RTS Transit Center. Use cash, debit or credit cards to add funds.
- 3 **Cash**  
Use exact change only. Bus and On Demand Operators cannot provide change cards.



### Use RTS Go and save!

Save even more on fares when you use RTS Go. RTS Go automatically caps fares\* at \$3 a day, or \$56 a month (\$1.50/\$28 for reduced fare customers). RTS Go is available on your mobile phone through the *Transit* app or as a reloadable smart card. Learn more at myRTS.com/rt-go.

*\*Fare-capping rates do not apply when using cash. You may, however, purchase an all-day pass to get the benefit of fare-capping without RTS Go.*

RTS Connect:	Per Ride	Unlimited Rides with RTS Go*	
<b>Adults</b>	\$1.00	\$3 all day	\$56 a month
<b>Children 6-11 Seniors People with Disabilities (with proper ID)</b>	\$.50	\$1.50 all day	\$28 a month
<b>Children 5 and under (limit 3 per paying adult) RTS Access Customers with ID Veterans with Veterans Outreach Center ID</b>	Free	Free	Free

RTS On Demand:	To and from RTS bus stop or Connection Hub	Curb-to-Curb
<b>Adults</b>	\$1.00	\$3.00
<b>Children 6-11 Seniors People with Disabilities (with proper ID)</b>	\$.50	\$1.50
<b>Children 5 and under (limit 3 per paying adult) RTS Access Customers with ID Veterans with Veterans Outreach Center ID</b>	Free	Free



## RTS Transit Center

60 St. Paul Street & 71 North Clinton Avenue  
(just north of East Main Street)  
Rochester, NY

## Hours:

- **Monday, May 10 - Sunday, May 30, 2021:**  
RTS Call Center: 7 days a week, 5am - Midnight  
RTS Transit Center Service Desk:  
Mon - Fri, 5am - 7pm; Sat & Sun, 8am - 5pm
  - **Monday, May 31, 2021 and beyond:**  
RTS Call Center: 7 days a week, 6am - 7pm  
RTS Transit Center Service Desk:  
Mon - Fri, 6am - 7pm; Sat & Sun, 8am - 5pm
- Security is always on site.

## If you see something, say something!

Let an RTS employee know right away if you notice any suspicious activity or items.

## Questions? Contact us!

**Online:** myRTS.com/Contact-Us

**By Phone:** (585) 288-1700  
(Para atención en Español, por favor llamar.)

**In Person:** RTS Transit Center  
Customer Information Desk

## Access everything RTS on your phone!

Download the RTS On Demand and *Transit* apps:

