

Need a ride?

RTS On Demand can take you anywhere within one of our seven On Demand Zones.

Use RTS On Demand for curb-to-curb service, or meet RTS Connect service and other transportation options at a Connection Hub or bus stop.



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:



ONDEMAND

Your ride. Your way.



Ready when you are

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

Request your ride one of three ways:

- Use the RTS On Demand app
- Visit myRTS.com
- Call 585-288-1700 for Customer Service

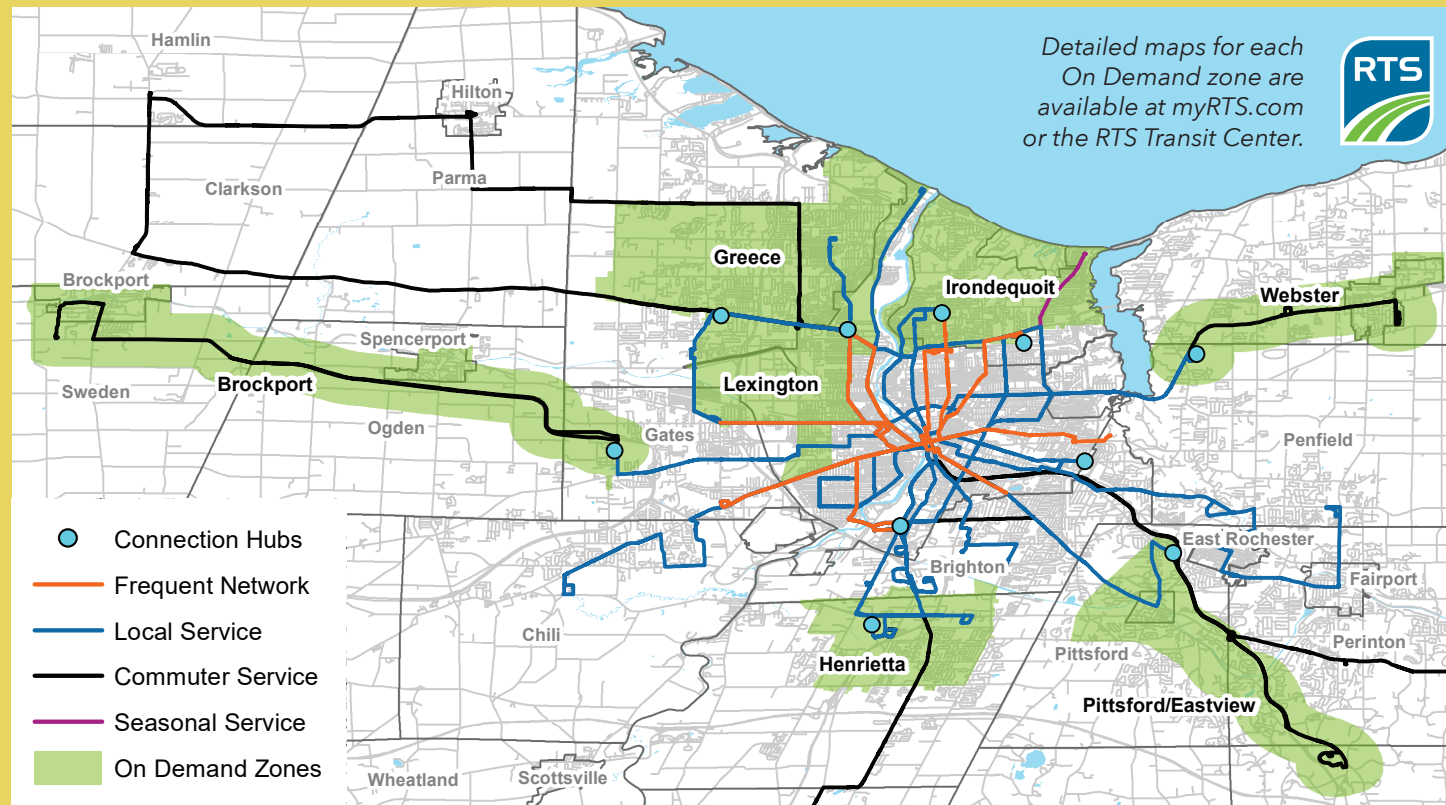
You can make your RTS On Demand reservation up to 12 hours in advance of your trip and book up to 5 people at one time. All RTS On Demand vehicles are ADA-accessible and have bike racks.

Please be at your pick-up point at least 5 minutes before your scheduled pick-up time. Operators will pick you up on either side of the street, even if the street borders the On Demand zone, in a vehicle clearly marked with the RTS On Demand logo. Always check the license plate number you received when you completed your booking.

Sorry, but RTS On Demand Operators cannot accept customers who have not reserved an On Demand trip.

What to bring:

- Limit yourself to two carry-on items that fit on your lap or under the seat.
- Service animals or pets are welcome as long as the guidelines are followed. Read more about reasonable accommodations related to RTS On Demand service at myRTS.com.



RTS On Demand zones and service hours:

Zone	Monday-Friday:	Saturday:	Sunday:
Brockport	5:00am - 10:00pm	6:00am - 10:00pm	6:00am - 6:00pm
Greece	5:00am - Midnight	6:00am - Midnight	6:00am - 10:00pm
Henrietta	5:00am - Midnight	6:00am - Midnight	6:00am - 10:00pm
Irondequoit	5:00am - 10:00pm	6:00am - 10:00pm	6:00am - 10:00pm
Lexington	5:00am - 10:00pm	No Weekend Service	No Weekend Service
Pittsford/Eastview	5:00am - 10:00pm	6:00am - 10:00pm	6:00am - 6:00pm
Webster	5:00am - 10:00pm	6:00am - 10:00pm	6:00am - 6:00pm

Paying your fare*

- Use *RTS Go* mobile through the *Transit* app
- Buy an *RTS Go* card
- Pay with cash; exact change only. On Demand Operators cannot provide change cards.

*Please do not tip On Demand Operators.

RTS On Demand (Effective 5/17/21)	To or from RTS bus stop or Connection Hub	Curb-to-Curb
Adults	\$1.00/ride	\$3.00/ride
Children 6-11 Seniors People with Disabilities <i>with proper ID</i>	\$.50/ride	\$1.50/ride
Children 5 and under <i>(limit 3 per paying adult)</i> RTS Access Customers <i>with Access ID card</i> Veterans <i>with Veterans Outreach Center ID</i>	Free	Free