



Enjoy the ride.

Important Information for  
Rochester City School District Students

# How to enjoy the RTS Transit Center

If you will be transferring buses at the RTS Transit Center, here are a few things you'll need to know to enjoy the ride!

- **Line up:** At the gate, remain in line and wait to board the bus, do not sit on the ground while you wait.
- **Have Your RCSD ID Pass Ready:** To avoid delays, please have your pass ready.
- **No smoking:** Smoking is not permitted on the bus or inside the RTS Transit Center.
- **Put a lid on it:** Open food or drink containers are not allowed. Bring your water with you (it's good to drink at least 8 glasses a day!), just make sure it's in a container with a sealed lid, and take it with you when you leave. Alcohol is never allowed inside the RTS Transit Center or on the bus.
- **Got the sniffles?** Put your Kleenex (and other garbage) in the trash bin available at each gate. Littering, spitting or unsanitary conditions are not allowed.
- **Just roll with it:** Biking, rollerblading and skateboarding are not allowed inside the RTS Transit Center. You can bring them inside the building, but cannot use them.

- **Use Headphones:** Enjoy your music while you ride or while at the RTS Transit Center – but please respect others and use headphones!
- **Speak Quietly and Politely:** When talking, please keep your voice low and be mindful of your language. Please do not fight, swear, or use abusive language with others. If you can't say something nice, just hum!
- **Keep Fluffy in a Carrier:** Pets may ride with you as long as they are kept in an animal carrier. Service animals are, of course, exempt from this rule.
- **Ride with respect:** Please do not destroy or tamper with equipment or property, or bring in any weapons or flammable liquids.
- **Designated Seats and Lines:** Some seats are reserved for older adults, customers with disabilities, and people traveling with small children. Please choose your seat accordingly, and do not prevent or obstruct the boarding or un-boarding of the bus while at the RTS Transit Center.
- **No shirt, no shoes, no bus service:** Shirts and shoes are required while inside the RTS Transit Center and while on the bus.

## What you **CAN** do on the bus:

- Use earphones to listen to your music
- Talk to your friends
- Keep the seats clean and the aisles clear
- Sit in any seat except the very front ones – we leave those open for older adults and people with disabilities

## What you **CAN'T** do on the bus:

- Eat, drink, or smoke
- Use bad language
- Be disruptive or disturb other people
- Remember: don't cross in front of the bus when you get off!  
Drivers in other vehicles don't stop for RTS busses like they do for yellow buses.

# Track your bus with Where's My Bus? technology

It's easier than ever for you and your parents to find or follow your bus. You can get real-time bus tracking information on your computer or your cell phone.

## Get the next three bus arrival times

- Text your bus stop ID number to 585-351-2878, or
- Email your bus stop ID number to [wmb@myRTS.com](mailto:wmb@myRTS.com).  
Be sure to have the bus stop ID number in the subject line of the email.

## Sign up for automatic notification

Enroll in "Notify me" at [myRTS.com](http://myRTS.com) and we'll automatically send you the information for your stops and time every day.

## Use our mobile app

Download the Where's My Bus? mobile app to your smartphone and you can get real-time arrival information, locate the nearest bus stop, and much more. Get it for free from the Apple App Store and Google Play.

## Find your bus stop ID number

- Look on the front of the bus stop sign, or
- Call RTS Customer Service at 585-288-1700 (standard messaging rates may apply)



WHERE'S  
MY BUS?  
[www.myrts.com](http://www.myrts.com)



## Helpful Tips

- Check the RTS schedule in advance: you'll find our bus schedules at the RTS Transit Center, public libraries, online at [myRTS.com](http://myRTS.com), and sometimes, they're right on the bus itself.
- Use our technology—such as real-time map and schedule information at [myRTS.com](http://myRTS.com) and Where's My Bus text and email alerts.
- Remember that all times shown on the RTS timetables are approximate. Actual departure and arrival times may vary according to traffic conditions, so you should get to the bus stop about five minutes before the pickup time.

# Safety and Security on the bus

## For your safety, be sure to:

- Take note of the emergency exits, including windows and ceiling hatches
- Listen to RTS staff (and encourage others to do so, especially in an emergency)
- Be alert to people and unattended packages and report suspicious activity to your Bus Operator

Do not touch suspicious items or confront someone who is acting suspiciously! Tell an RTS employee or police officer, or call 911.

If there is an emergency, follow these simple steps: Look. Listen. Leave. In the unlikely event of an accident or a natural or man-made disaster, evacuation should take place only when directed by transit officials. Stay calm and follow instructions.

## Lost Items

We try to return as many items as we can, but RTS is not responsible for items left on the bus. If you lose an item, call our Lost and Found Department at (585) 654-0610 or visit us at the Customer Information Desk inside the RTS Transit Center. Leave a voicemail with a description of the lost item(s) and your contact information. We will contact you if we find an item that matches your description.



My ride. My RTS.

Your personalized ID card serves as your bus pass. Keep careful track of it!

## How to use the bus

1. Go to your RTS stop at least five minutes before the scheduled pick-up time. To make sure everyone gets to their destination on time, we don't wait!
2. Look for the sign above the windshield to make sure you're getting on the right bus.
3. Climb aboard after the bus comes to a complete stop and the doors are open.
4. Show your pass to the Bus Operator, and tap your pass in the fare box.
5. Take a seat and relax!

Don't try to board or pound on a bus that has pulled away from the curb: Bus Operators are not allowed to re-open the doors or return to the curb once they depart.

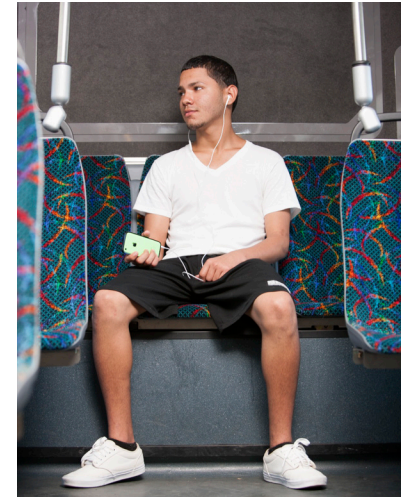
When you get off the bus, make sure you have all of your belongings. If you have a bike on the bus's bike rack, let the Bus Operator know that you'll be unloading it.



# What do I do?

Here are some situations that may arise — and some helpful tips for handling them.

If this happens:	You should:	What happens next:
You are at a bus stop and the bus passes by without stopping to pick you up.	Be patient. The bus may have been full and it would not be safe to board additional passengers.	Another bus will come.
You realize that you are on the wrong bus.	Let the Bus Operator know.	The Bus Operator will help you. You may need to ride the bus through the end of the route and return to Downtown.
While riding the bus, you miss your stop.	<ol style="list-style-type: none"> <li>1. If you recognize where you are, get off at the next stop and walk to your destination.</li> <li>2. If you are unsure about your location, let the Bus Operator know.</li> </ol>	<ol style="list-style-type: none"> <li>1. You'll have to walk a little longer than usual.</li> <li>2. The Bus Operator will help you. You may need to ride the bus through the end of the route and get off at the nearest stop on the way back.</li> </ol>
You are sitting in the front of the bus and a passenger in a wheelchair gets on.	Move to another seat a little further back.	The front seats will need to be folded up to accommodate the customer's wheelchair.
The bus is having mechanical issues and needs to pull over.	Be patient.	Another bus will come to take you and the other passengers to your destination.
There is an emergency on the bus (someone needs medical attention, an accident happens, or there is a fight onboard).	Be patient and remain calm.	The Bus Operator will call the authorities — including an ambulance or police if necessary. They will remain with the bus, and another bus will come for you and the other passengers.



## Did you know?

RTS provides transportation for most Rochester City School District students grades seven through 12.

# What do I do?

Continued...

If this happens:	You should:	What happens next:
Another passenger is harassing you or making you feel uncomfortable.	Move to the front of the bus and tell the Bus Operator.	The Bus Operator will keep you safe.
Upon tapping your RCSD Smart Card ID on the farebox, you hear the message "card not valid."	The Operator is required to take your ID. Purchase a single ride pass through the farebox. Visit the main office at your school and request a replacement	You will be issued a replacement ID by the RCSD Transportation Department.
You forget your RCSD bus pass.	Purchase a single ride pass through the farebox or go to the main office at your school and request assistance.	Continue to your destination.
You leave your RCSD pass on the bus.	Visit the main office at your school and request assistance.	Passes that are found on the buses are returned to the RCSD Transportation Department the next day.
The bus you board at school is unable to print Connection passes.	Just take your seat.	The Bus Operator will call RTS Operations and an announcement will be broadcast to all Operators telling them to allow students to board during a specified timeframe.



## Questions?

Ask your friendly Bus Operator, speak to a Customer Service Representative at the RTS Transit Center, call (585) 288-1700, or visit [myRTS.com](http://myRTS.com).

