

## How to Use the Bus

1. Go to your RTS stop at least five minutes before the scheduled arrival time. To make sure everyone gets to their destination, the bus will depart on time.
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 Operator.
5. Take a seat and enjoy your ride.

## Bus Conduct

### What you CAN do on the bus:

- Use earphones to listen to your music.
- Talk to your friends quietly. Be respectful of those around you.
- 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.

### Expectations

- Keep food and drinks closed or in a backpack. Enjoy them after your bus ride.
- Use appropriate language.
- Respect the people around you by using a low voice and when the bus is moving stay seated. (If standing, hold on and stay in one place.)
- Be safe and wait until the bus has left to cross the street.



## WHERE'S MY BUS?

Now it's easier than ever for you and your parents to find or follow your bus:

### Where's My Bus? (WMB) Tracker

Just text your stop ID number to 585-351-2879 or email your stop ID number to [wmb@rgta.com](mailto:wmb@rgta.com) and get the arrival time in seconds.



### Real-Time Map & Schedule Information

Go to [rgta.com](http://rgta.com) to track your bus in real-time by stop, route or address.

### Save even more time...we'll notify you!

Go to [wmb.rgta.com](http://wmb.rgta.com), and click on Notify Me, to sign up to receive automatic text or email notifications of when your bus will arrive.



Being Proactive  
**SWPBS**

The Rochester City Schools

### My ride. My RTS.

Regional Transit Service  
1372 East Main Street  
Rochester, NY 14609  
585-654-0200  
[www.rgta.com/rcsd](http://www.rgta.com/rcsd)

# What Do I Do If...



[www.rgta.com/rcsd](http://www.rgta.com/rcsd)

SITUATION	WHAT DO I DO?	PROBABLE OUTCOME
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 add more passengers.	Another bus will come.
You realize that you are on the wrong bus.	Alert the Bus Operator of your problem.	The Bus Operator will help you. It may require riding the bus through the end of the route and returning 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 Operator know of your problem.</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 with a solution. It may require riding the bus through the end of the route and getting 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 wheel chair boards.	Get up and find a seat further in the back.	The front seats will need to be folded up to accommodate the customer with the wheel chair.
The bus is having mechanical issues and is forced to pull over.	Be patient.	Another bus will come to pick you up, along with the other passengers.
Someone on the bus is injured and requires medical attention.	Be patient and remain calm. The Bus Operator will call an ambulance and remain with the bus to give a statement.	Another bus will come to pick you up, along with the other passengers.
The bus is involved in an accident.	Remain calm while the Bus Operator calls the authorities. Be prepared to give a statement, if necessary, and otherwise be patient.	Another bus will come to pick you up, along with the other passengers.
There is a fight on the bus.	Move away from the fight and remain calm. Do not get involved.	The Bus Operator will call for assistance. If necessary, a police officer will be dispatched to the scene.
Another passenger is harrassing you or making you feel uncomfortable.	Move to the front of the bus and alert the Bus Operator.	The Bus Operator will take the necessary steps in order to keep you safe.
The bus you board at school dismissal is unable to print Connection Passes.	Find a seat on the bus, as normal.	The Bus Operator will call RTS Operations and an announcement will be broadcast to all operators informing them to allow students to board during a specified timeframe.
The Operator refuses to honor your pass at a time and location when it is valid.	Request that the Operator contact RTS Operations to review the bus pass rules.	RTS Operations will instruct the Operator on the bus pass rules.
Upon boarding the bus, you realize that you do not have 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 realize that you left your RCSD pass on the bus.	Contact RTS Lost and Found at 654-0610. Visit the main office at school and request a replacement pass.	You will receive a phone call from RTS if your pass is found.

Where's My Bus? WMB: Text the four digit bus stop number to (585) 351-2878 or email to [wmb@rgta.com](mailto:wmb@rgta.com) for arrival times of the next three buses.