



We'd Like to Make it Easier to Buy and Use Bus Passes

Q. What changes are coming for customers?

A. RTS wants to make it easier to buy and use bus passes in Genesee, Livingston, Ontario, Orleans, Seneca, Wayne and Wyoming counties.

Q. How is RTS going to make buying and using passes easier?

A. If approved, all counties will sell similar passes, which you'll be able to use the same pass to travel in and between Regional counties.

Q. What changes are being made to bus passes?

A. \$9 and \$17 value passes will be replaced with \$10 (11 rides) and \$20 (23 rides) passes. These changes should make it easier to identify and buy passes that best meet your needs.

No changes will be made to the fares or Senior/Disabled discounts.

In Wyoming County, the 10-Ride Loop, Dial-A-Ride Half-Fare and Dial-A-Ride passes are being replaced with the value pass options that can be used in neighboring counties. In Ontario County, the \$30 Monthly Unlimited Ride Pass and Zone 1 & 2 Dial-A-Ride pass pricing will remain the same.

Q. Will the new \$10 and \$20 passes offer customers a savings?

A. Yes! The \$10 passes offer a 9-percent discounted rate over the \$1 fare. The \$20 passes offer a 13-percent discounted rate compared to the \$1 fare.

Q. Will I be able to use a credit or debit card to purchase passes?

A. In the short term, no. We are, however, looking into the possibility of allowing customers to purchase bus passes with their debit or credit cards at some point.

Q. Can I ride the bus between counties?

A. Some counties already offer this! For example, customers can ride from Ontario County to Seneca County and back again. Updating the bus passes will help us lay the groundwork so that, in the future, there will be more bus routes that connect the counties.

Q. What are the next steps?

A. Right now, we're collecting feedback so let us know what you think! If the feedback we receive tells us that RTS should move forward, it's possible that new passes will be in use in Spring 2016.



The proposed value passes will be able to be used in all Genesee, Livingston, Ontario, Orleans, Seneca, Wayne and Wyoming counties.