

# Questions?

myRTS.com/Contact-Us  
585-288-1700

Visit us at an RTS Transit Center Info Desk.

## Customer Service Hours

**RTS Call Center:** 6am – 7pm, 7 days a week  
**RTS Transit Center Service Desk:**  
6am – 7pm, Mon – Fri  
8am – 5pm, Sat/Sun

Para atención en español, por favor llamar al (585) 288-1700.

## RTS Go

RTS Go is a better way to pay for your fare. The more you ride, the more you'll save: you'll never pay more than \$3 a day or \$56 in a month!

RTS Go cards are available at ticket vending machines at the RTS Transit Center. RTS Go is also available with the *Transit* app, available on the App Store or Google Play.



## Transit App

*Transit* is the simple, reliable way to ride. Use the app to plan your trip, track your ride, and pay using RTS Go mobile. See upcoming departure times, save your favorite destinations, and get step-by-step directions. Download *Transit* from the App Store or Google Play.



## Text Where's My Bus?

Text your bus stop ID number to 20105 and within seconds, you'll receive the next three bus arrival times for your stop. Standard message and data rates may apply.



connect

RTS Connect is our new name for fixed route service. When you think of a 40- or 60-ft. bus, you're thinking of RTS Connect.

## Frequent Routes

Every 15 minutes, Monday through Friday, from 6am to 6pm. Every 30 minutes at other times. Frequent Routes serve the RTS Transit Center in Downtown Rochester.

## Local Routes

Every 30 minutes, Monday through Friday, from 6am to 6pm. Every 60 minutes at other times. Local Routes serve the RTS Transit Center in Downtown Rochester.

## Crosstown Routes

Every 30 minutes, Monday through Friday, from 6am to 6pm. Every 60 minutes at other times. Crosstown Routes do not serve the RTS Transit Center.

## Commuter Routes

One to two trips during AM and PM peak times, Monday through Friday. Commuter Routes do not serve the RTS Transit Center (except Route 96).

*Route frequencies are approximate. See route schedules for specific times.*



ONDEMAND

RTS On Demand provides on demand service with ADA-accessible vehicles within each On Demand Zone. Reservations are required. To book a ride, use the On Demand app (download from the App Store or Google Play) or call Customer Service at 585-288-1700.

## Holiday Schedule

On the following holidays, RTS Connect will operate a weekend schedule and RTS On Demand will operate according to Sunday service hours: New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day, and Christmas Day.

## Fares

RTS Go, valid RTS passes or exact change accepted

### RTS Connect Fares

Frequent, Local, Crosstown/Suburban and Commuter Routes

|               |        |
|---------------|--------|
| Adults        | \$1.00 |
| Reduced Fares | \$ .50 |

### RTS On Demand Fares

| One ride within one On Demand Zone     | Adults | Reduced Fares |
|--|--------|---------------|
| To/from RTS bus stop or Connection Hub | \$1.00 | \$ .50        |
| Curb-to-Curb ride                      | \$3.00 | \$1.50        |

### Unlimited Fares with RTS Go

RTS Connect routes and/or On Demand service. Must use RTS Go card or app (regular fare is applied until this maximum amount is reached).

|         |               |        |
|---------|---------------|--------|
| All-Day | Adults        | \$3.00 |
|         | Reduced Fares | \$1.50 |
| 31-Day  | Adults        | \$56   |
|         | Reduced Fares | \$28   |

### Reduced Fares:

- Children age 6 -11
- Seniors age 65 and above
- People with disabilities

Customers receiving reduced fares may be asked to show a government-issued ID or Medicare card when boarding.

### Children

Children age 5 and under ride free (limit 3 per adult). Children age 10 and under must be accompanied by an adult.

### Veterans

Veterans ride free on RTS Connect and RTS On Demand. To receive free service, veterans are required to use the Veterans Outreach Center-issued bus pass. Visit [vocroc.org/rt](http://vocroc.org/rt)s for details.

### RTS Access Customers

RTS Access customers ride free on RTS Connect and RTS On Demand. RTS Access customers must show their RTS Access ID; visit [myRTS.com/Access](http://myRTS.com/Access) for details.



ONDEMAND

# Webster On Demand Zone

Effective June 27, 2022

## RTS On Demand

Provides on demand service within the zone using ADA-accessible vehicles.

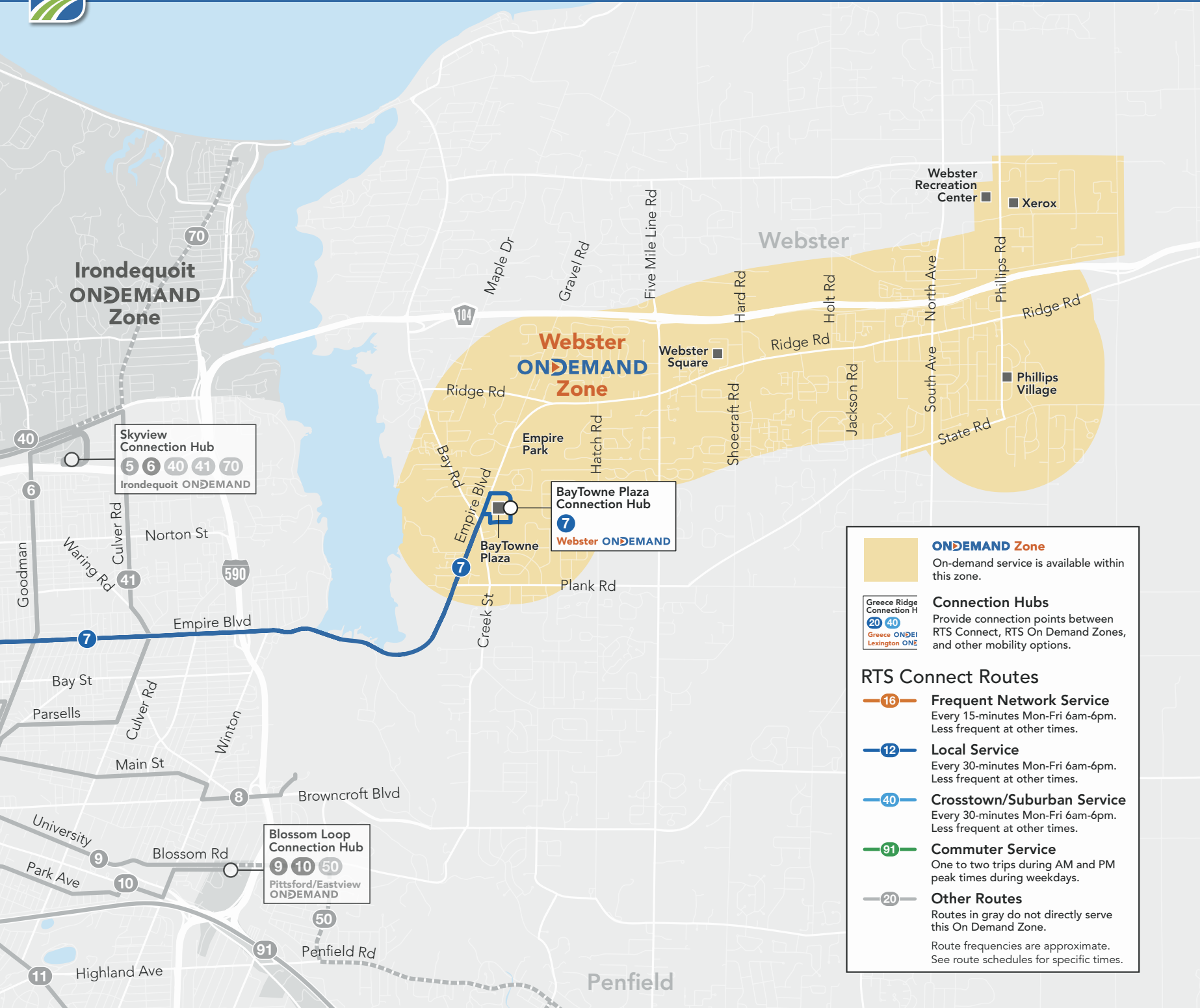
Book a ride using the On Demand app or by calling Customer Service at 585-288-1700.

## Hours of Service

Monday through Friday, 5am - 10pm  
Saturday, 6am - 10pm  
Sunday/Holiday, 6am - 6pm

## Serving:

BayTowne Plaza Connection Hub  
Walmart - BayTowne  
Webster Square Park & Ride  
Phillips Village  
Xerox  
Webster Recreation Center



## Webster On Demand Zone

### Hours of Service

Monday through Friday, 5am - 10pm  
Saturday, 6am - 10pm  
Sunday/Holiday, 6am - 6pm

### Booking a Ride

You can book a ride with RTS On Demand in two ways:

- Use the On Demand app, available for download from the App Store or Google Play
- Call Customer Service at 585-288-1700

### RTS On Demand Fares

| One ride within one On Demand Zone     | Adults | Reduced Fares |
|--|--------|---------------|
| to/from RTS bus stop or Connection Hub | \$1.00 | \$ .50        |
| Curb-to-Curb ride                      | \$3.00 | \$1.50        |

#### Reduced Fares:

- Children age 6 -11
- Seniors age 65 and above
- People with disabilities

Customers receiving reduced fares may be asked to show a government-issued ID or Medicare card when boarding.

### Children

Children age 5 and under ride free (limit 3 per adult).  
Children age 10 and under must be accompanied by an adult.

### Veterans

Veterans ride free on all RTS Connect routes and On Demand service. To receive free service, veterans are required to use the Veterans Outreach Center-issued bus pass. Visit [vocroc.org/rti](http://vocroc.org/rti) for details.

### RTS Access Customers

RTS Access customers ride free on all RTS Connect routes and On Demand service. RTS Access customers are required to show their RTS Access ID card.

Routes and schedules subject to change due to weather and traffic conditions.

**ONDEMAND Zone**  
On-demand service is available within this zone.

**Connection Hubs**  
Provide connection points between RTS Connect, RTS On Demand Zones, and other mobility options.

**RTS Connect Routes**

**Frequent Network Service**  
Every 15-minutes Mon-Fri 6am-6pm.  
Less frequent at other times.

**Local Service**  
Every 30-minutes Mon-Fri 6am-6pm.  
Less frequent at other times.

**Crosstown/Suburban Service**  
Every 30-minutes Mon-Fri 6am-6pm.  
Less frequent at other times.

**Commuter Service**  
One to two trips during AM and PM peak times during weekdays.

**Other Routes**  
Routes in gray do not directly serve this On Demand Zone.  
Route frequencies are approximate.  
See route schedules for specific times.