RTS | OnDemand   Via

A Better RTS On Demand Starts 9/28/22!

To improve RTS On Demand, we're partnering with Via, an industry-tested platform used in over 600 communities in more than 35 countries around the world.

What's Changing

- Improved Trip Times

- Better Route Planning

- Easier to Use & Understand

- More Ways to Request Trips:
  Use a New Website,
  A New App, or Call Us
  at 585-288-1700

What's Staying the Same

- Days of Service

- Times of Service

- Fares & Ways to Pay

- Zone Boundaries

- ADA Accessibility

- All Other Guidelines:
  check them out at myRTS.com

**Get started today!
Visit myRTS.com/on-demand to create an online account or download the "RTS On Demand powered by Via" app through the App Store or Google Play.**

App Users: all trips must be requested using the new app starting 9/28. Get a jump on your registration and download the new app today!

Get Started Guide

RTS | ONDEMAND via

Create an Account & Log in

1. Visit myRTS.com/on-demand to download the app or use the website.
2. Click "Get Started."
3. Enter your phone number.
4. Enter the confirmation code. You can receive this code by text or by a phone call.
5. Enter your first name, last name, and email address. (See "customize your account" to save mobility devices & fare discounts to an account)
6. Select your payment type: cash or RTS Go or other RTS pass.

Request a trip: Departing ASAP

1. Set your pickup spot:
   Type in your address or drag the pin on the map to your pickup spot.
   You can also type in points of interest (for example, Wegmans, Holt Road, Webster).
2. Click "Confirm."
3. Set your destination:
   You can type in the address, drag the pin on the map, or enter a point of interest.
4. Your trip route will be previewed on the screen. Then, enter any comments for your Operator to help them find you; for example, "I'm wearing a red hoodie."
5. Click "Next."
6. Add any extra passengers or items for your trip request, then click "Next." Your trip request will be processed.
7. To accept, click "Book a Ride."
   Note: If you're unable to book a trip because of high demand, please try again in a few minutes, or try requesting a trip for a later time.

Request a Trip: Departing in the Near Future

1. Follow the same steps for requesting an ASAP trip.
2. When a trip time is offered, click "Schedule."
3. Select your departure or arrival time, then click "Set pick up time."
4. Select your desired time and click "Book a Ride."

Customize Your Account

1. Log in to your account.
2. Click the three lines in the upper left corner.
3. Click on your name.
4. Enter or update the information you choose, including:
   a. Name
   b. Profile Image
   c. Phone
   d. Email Address
   e. Payment Method
   f. Special Settings
      Set up & save mobility device useage and/or eligible customers' fare discounts to an account

Need More Info? Questions?
Visit myRTS.com or Call 585-288-1700