Questions?
myRTS.com/Contact-Us
585-288-1700
Visit us at an RTS Transit Center Info Desk.

Customer Service Hours
Mon, May 10 – Sunday, May 30, 2021:
RTS Call Center: 5am to Midnight, 7 days/week
RTS Transit Center Service Desk:
5am – 7pm, Mon – Fri
8am – 5pm, Sat/Sun
Mon, May 31, 2021 and beyond:
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 or Email Where’s My Bus?
Text your bus stop ID number to 20105 or email it to wmb@myRTS.com with the ID number in the subject line. Within seconds, you’ll receive the next three bus arrival times for your stop.

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).

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).

Effective May 17, 2021
Runs 7 days a week
Hours of Service:
Weekdays 5am - Midnight
Weekends 6am - Midnight

Frequent Network Route
15-minute frequency 6am-6pm weekdays
30-minute frequency other times

Serving:
RTS Transit Center
RRH St. Mary’s Hospital
Wilson High School
Wilson Foundation Academy
Woodward Health Center
Genesee Valley Park
URMC/Strong Hospital
URMC Connection Hub

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), visit myRTS.com, or call Customer Service at 585-288-1700.

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/rts for details.

Fare 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

<table>
<thead>
<tr>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.00</td>
<td>$0.50</td>
</tr>
</tbody>
</table>

RTS On Demand Fares
One ride within one On Demand Zone

<table>
<thead>
<tr>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.00</td>
<td>$0.50</td>
</tr>
</tbody>
</table>

To/from RTS bus stop or Connection Hub

<table>
<thead>
<tr>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.00</td>
<td>$1.50</td>
</tr>
</tbody>
</table>

Curb-to-Curb ride

<table>
<thead>
<tr>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.00</td>
<td>$1.50</td>
</tr>
</tbody>
</table>

International Fares

<table>
<thead>
<tr>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5.00</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

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.

Text or Email Where’s My Bus?
Text your bus stop ID number to 20105 or email it to wmb@myRTS.com with the ID number in the subject line. Within seconds, you’ll receive the next three bus arrival times for your stop.

Within seconds, you’ll receive the next three bus arrival times for your stop.

Questions?
myRTS.com/Contact-Us
585-288-1700
Visit us at an RTS Transit Center Info Desk.

Genesee Frequent Route

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), visit myRTS.com, or call Customer Service at 585-288-1700.

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/rts 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 for details.

Questions?
myRTS.com/Contact-Us
585-288-1700
Visit us at an RTS Transit Center Info Desk.
## Connecting Routes
RTS buses serve these stops. Your stop at any bus stop along this route.

<table>
<thead>
<tr>
<th>Frequent Routes:</th>
<th>Local Routes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>18, 19, 20, 21, 22</td>
<td>RTS Transit Center</td>
</tr>
</tbody>
</table>

### Monday-Friday

#### Outbound to URMC/Strong

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>5:30</td>
<td>5:43</td>
</tr>
<tr>
<td>B</td>
<td>5:31</td>
<td>5:43</td>
</tr>
<tr>
<td>C</td>
<td>5:32</td>
<td>5:43</td>
</tr>
<tr>
<td>D</td>
<td>5:33</td>
<td>5:43</td>
</tr>
<tr>
<td>E</td>
<td>5:34</td>
<td>5:43</td>
</tr>
</tbody>
</table>

#### Inbound to RTS Transit Center

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>5:23</td>
<td>5:33</td>
</tr>
<tr>
<td>B</td>
<td>5:24</td>
<td>5:33</td>
</tr>
<tr>
<td>C</td>
<td>5:25</td>
<td>5:33</td>
</tr>
<tr>
<td>D</td>
<td>5:26</td>
<td>5:33</td>
</tr>
<tr>
<td>E</td>
<td>5:27</td>
<td>5:33</td>
</tr>
</tbody>
</table>

### Saturday/Sunday

#### Outbound to URMC/Strong

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>6:15</td>
<td>6:28</td>
</tr>
<tr>
<td>B</td>
<td>6:16</td>
<td>6:29</td>
</tr>
<tr>
<td>C</td>
<td>6:17</td>
<td>6:30</td>
</tr>
<tr>
<td>D</td>
<td>6:18</td>
<td>6:31</td>
</tr>
<tr>
<td>E</td>
<td>6:19</td>
<td>6:32</td>
</tr>
</tbody>
</table>

### Route Timetables

#### AM

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>6:00</td>
<td>6:13</td>
</tr>
<tr>
<td>B</td>
<td>6:01</td>
<td>6:13</td>
</tr>
<tr>
<td>C</td>
<td>6:02</td>
<td>6:13</td>
</tr>
<tr>
<td>D</td>
<td>6:03</td>
<td>6:13</td>
</tr>
<tr>
<td>E</td>
<td>6:04</td>
<td>6:13</td>
</tr>
</tbody>
</table>

#### PM

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>3:00</td>
<td>3:13</td>
</tr>
<tr>
<td>B</td>
<td>3:01</td>
<td>3:13</td>
</tr>
<tr>
<td>C</td>
<td>3:02</td>
<td>3:13</td>
</tr>
<tr>
<td>D</td>
<td>3:03</td>
<td>3:13</td>
</tr>
<tr>
<td>E</td>
<td>3:04</td>
<td>3:13</td>
</tr>
</tbody>
</table>

### Schedule Timetables

Refer to timetable to see when buses serve these stops. Your trip may be between timetables.

### Route Timetables

#### AM

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>9:00</td>
<td>9:13</td>
</tr>
<tr>
<td>B</td>
<td>9:01</td>
<td>9:13</td>
</tr>
<tr>
<td>C</td>
<td>9:02</td>
<td>9:13</td>
</tr>
<tr>
<td>D</td>
<td>9:03</td>
<td>9:13</td>
</tr>
<tr>
<td>E</td>
<td>9:04</td>
<td>9:13</td>
</tr>
</tbody>
</table>

#### PM

<table>
<thead>
<tr>
<th>Route</th>
<th>Departure</th>
<th>Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>3:00</td>
<td>3:13</td>
</tr>
<tr>
<td>B</td>
<td>3:01</td>
<td>3:13</td>
</tr>
<tr>
<td>C</td>
<td>3:02</td>
<td>3:13</td>
</tr>
<tr>
<td>D</td>
<td>3:03</td>
<td>3:13</td>
</tr>
<tr>
<td>E</td>
<td>3:04</td>
<td>3:13</td>
</tr>
</tbody>
</table>

### Stops

- **A**: RTS Transit Center
- **B**: Brooks Ave
- **C**: Highland Ave
- **D**: URMC
- **E**: URMC Connection Hub

### Notes

- Routes and schedules subject to change due to weather and traffic conditions.
- Frequent Service: Every 15 minutes M-F 6am-6pm. Every 30 minutes at other times. Bus will pick up or drop off customers at any bus stop along this route.

---

### High School

- **Brooks Ave**
- **Genesee St**
- **RRH**
- **Strong Memorial Hospital**
- **Strong Hospital**
- **University of Rochester**

### Genesee Valley Park

- **A**: URMC
- **B**: URMC Connection Hub
- **C**: URMC Imaging

### Sundays

- **URMC**: 11:15 AM
- **Main St**: 12:00 PM
- **Brooks Ave**: 12:10 PM
- **URMC**: 1:00 PM
- **Main St**: 1:10 PM
- **Brooks Ave**: 1:20 PM
- **URMC**: 2:00 PM
- **Main St**: 2:10 PM
- **Brooks Ave**: 2:20 PM
- **URMC**: 3:00 PM
- **Main St**: 3:10 PM
- **Brooks Ave**: 3:20 PM
- **URMC**: 4:00 PM
- **Main St**: 4:10 PM
- **Brooks Ave**: 4:20 PM
- **URMC**: 5:00 PM
- **Main St**: 5:10 PM
- **Brooks Ave**: 5:20 PM

---

**myRTS.com** 585-288-1700