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).

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

RTS Connect Fares

<table>
<thead>
<tr>
<th>Route</th>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequent, Local, Crosstown/Suburban and Commuter Routes</td>
<td>$1.00</td>
<td>$ .50</td>
</tr>
<tr>
<td>RTS On Demand Fares</td>
<td>$1.00</td>
<td>$ .50</td>
</tr>
<tr>
<td>RTS Go pass or exact change accepted</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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).

<table>
<thead>
<tr>
<th>All-Day</th>
<th>Adults</th>
<th>Reduced Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTS Go</td>
<td>$3.00</td>
<td>$1.50</td>
</tr>
<tr>
<td>Reduced Fares:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children age 6 - 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seniors age 65 and above</td>
<td></td>
<td></td>
</tr>
<tr>
<td>People with disabilities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

Jefferson/19th Ward
Local Route

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

Serving:
RTS Transit Center
19th Ward
Wilson High School
Southwest Family YMCA
URMC/Strong Hospital
URMC Connection Hub
Monroe Community Hospital
Monroe Correctional Facility
MCC Brighton Campus

Fares

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**Monday-Friday**

### Outbound to MCC Brighton

<table>
<thead>
<tr>
<th>Route</th>
<th>Jefferson Ave/Genesee St</th>
<th>Family YMCA</th>
<th>Brooks Ave Connection Hub</th>
<th>URMC Main Entrance</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM</td>
<td>5:00</td>
<td>5:09</td>
<td>5:15</td>
<td>5:19</td>
</tr>
<tr>
<td></td>
<td>5:10</td>
<td>5:19</td>
<td>5:25</td>
<td>5:33</td>
</tr>
<tr>
<td>PM</td>
<td>5:00</td>
<td>5:09</td>
<td>5:15</td>
<td>5:19</td>
</tr>
</tbody>
</table>

### Inbound to RTS Transit Center

<table>
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<th>Route</th>
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<th>Family YMCA</th>
<th>Brooks Ave Connection Hub</th>
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<td>5:10</td>
<td>5:19</td>
<td>5:25</td>
<td>5:33</td>
</tr>
</tbody>
</table>

**Connecting Routes**

- **A**: Connecting Routes

**Schedule Timepoints**

- Refer to schedule to see when bus will serve these stops. Your stop may be between timepoints.

**Local Service**

- Every 30 minutes M-F 5am-6pm
- Every 45 minutes at other times
- May pick up or drop off customers at any bus stop along the route.

**Saturdays & Sundays**

- Same schedule as weekdays

**Routes and Schedules**

- Subject to change due to weather and traffic conditions.

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**Jefferson/19th Ward**

<table>
<thead>
<tr>
<th>Local Route</th>
<th>Commuter Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
</tr>
</tbody>
</table>

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**Monday-Friday**

<table>
<thead>
<tr>
<th>Route</th>
<th>Jefferson Ave/Genesee St</th>
<th>Valley Park</th>
<th>Founders Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM</td>
<td>6:00</td>
<td>6:10</td>
<td>6:20</td>
</tr>
<tr>
<td>PM</td>
<td>7:00</td>
<td>7:10</td>
<td>7:20</td>
</tr>
</tbody>
</table>

**Saturday/Sunday**

<table>
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<th>Jefferson Ave/Genesee St</th>
<th>Valley Park</th>
<th>Founders Hall</th>
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<tbody>
<tr>
<td>AM</td>
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<td>6:10</td>
<td>6:20</td>
</tr>
<tr>
<td>PM</td>
<td>7:00</td>
<td>7:10</td>
<td>7:20</td>
</tr>
</tbody>
</table>

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**Commuter Route**

- 3, 4, 5, 8, 11, 16, 18, 20, 21, 22

**Local Routes**

- 1, 2, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22

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**Connecting Routes**

- **A**: Connecting Routes

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