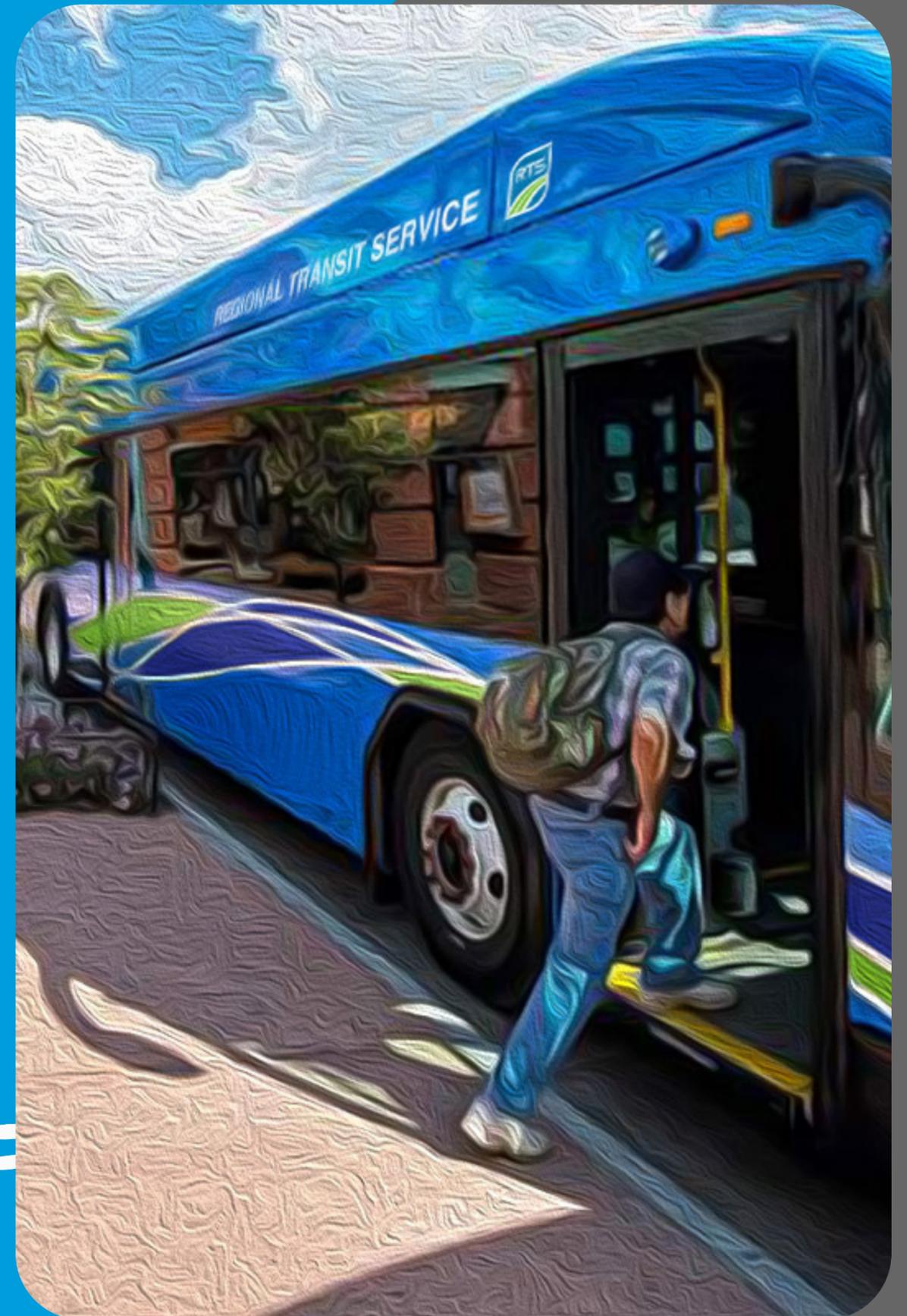
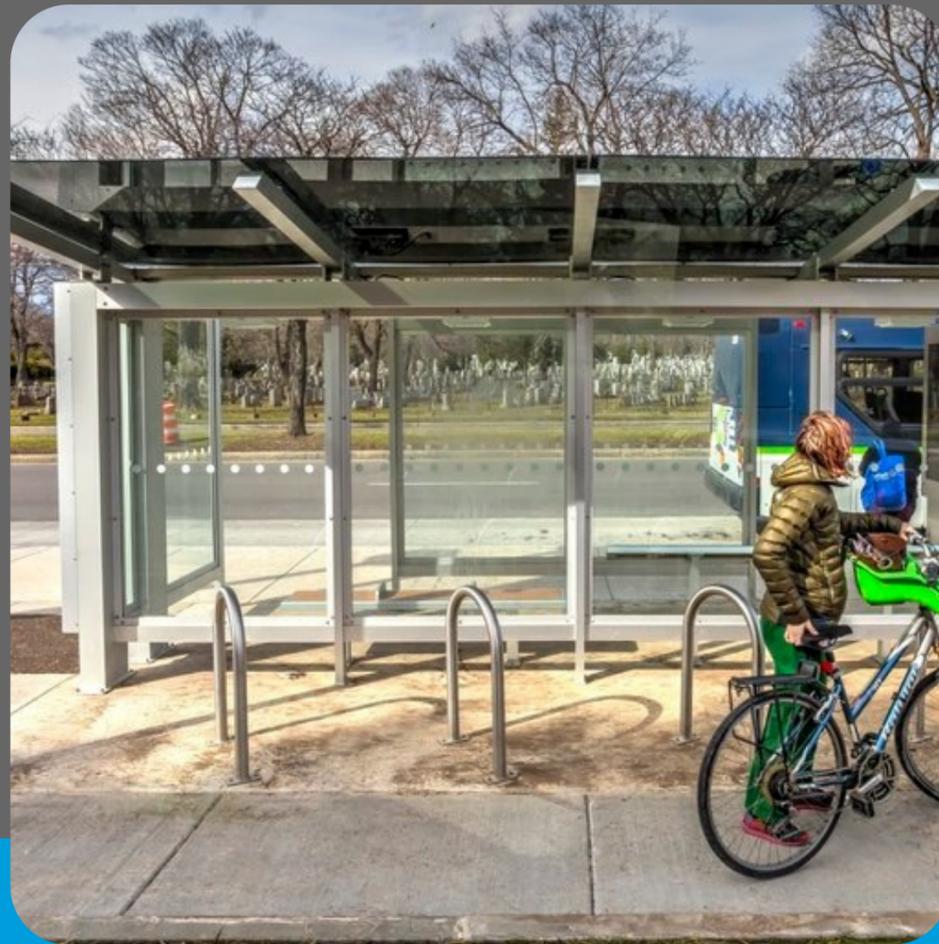


world relief® 
WESTERN NEW YORK

RTS BUS TRAINING!

For volunteers who would like to walk alongside refugees who are learning to use the Rochester City Bus system!





Learn About

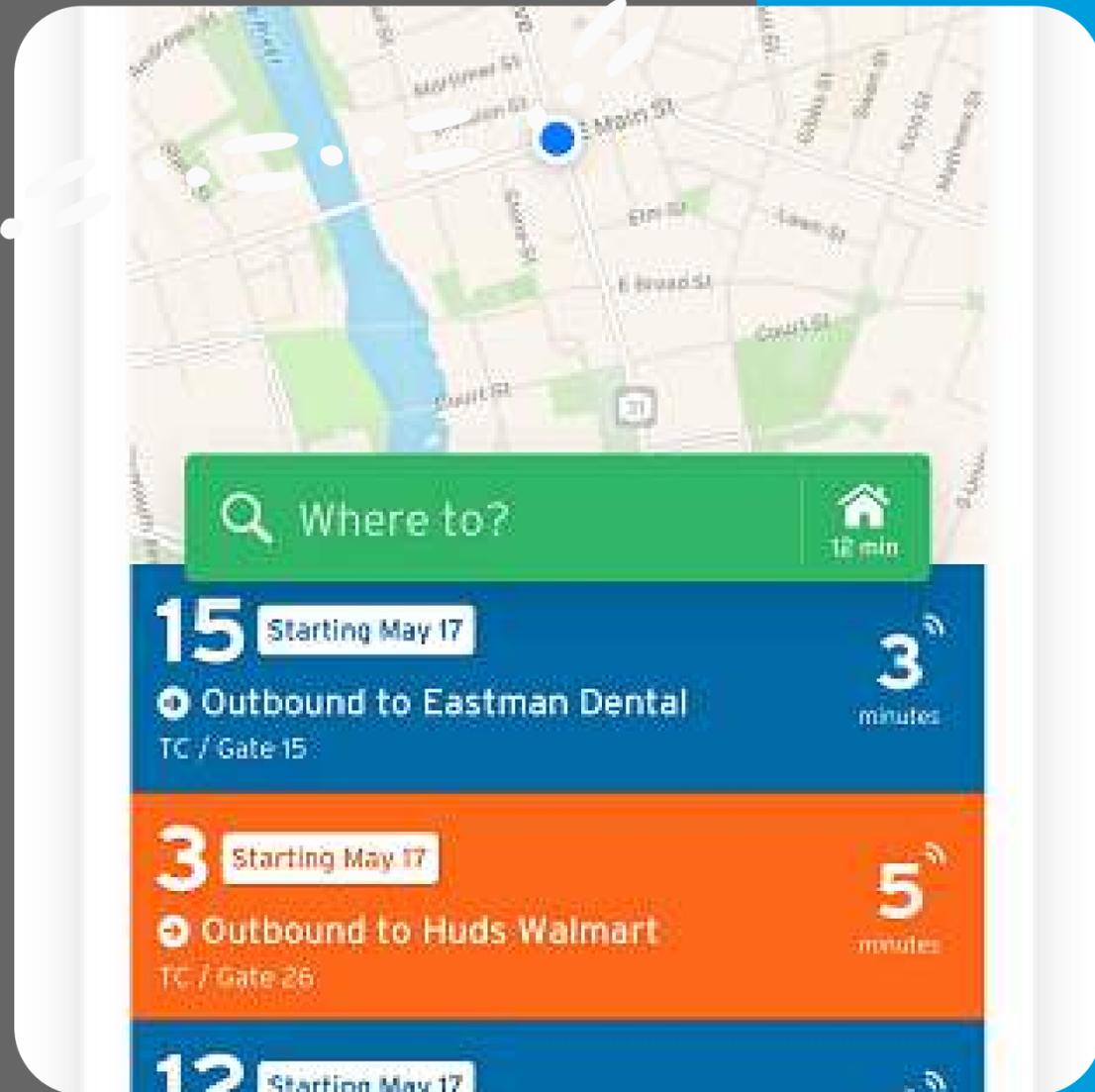
- Bus Routes
- Payment
- Transit Center

- Exiting the bus
- Gate numbers
- Inbound/Outbound

Step 1: How to Determine the Bus Route

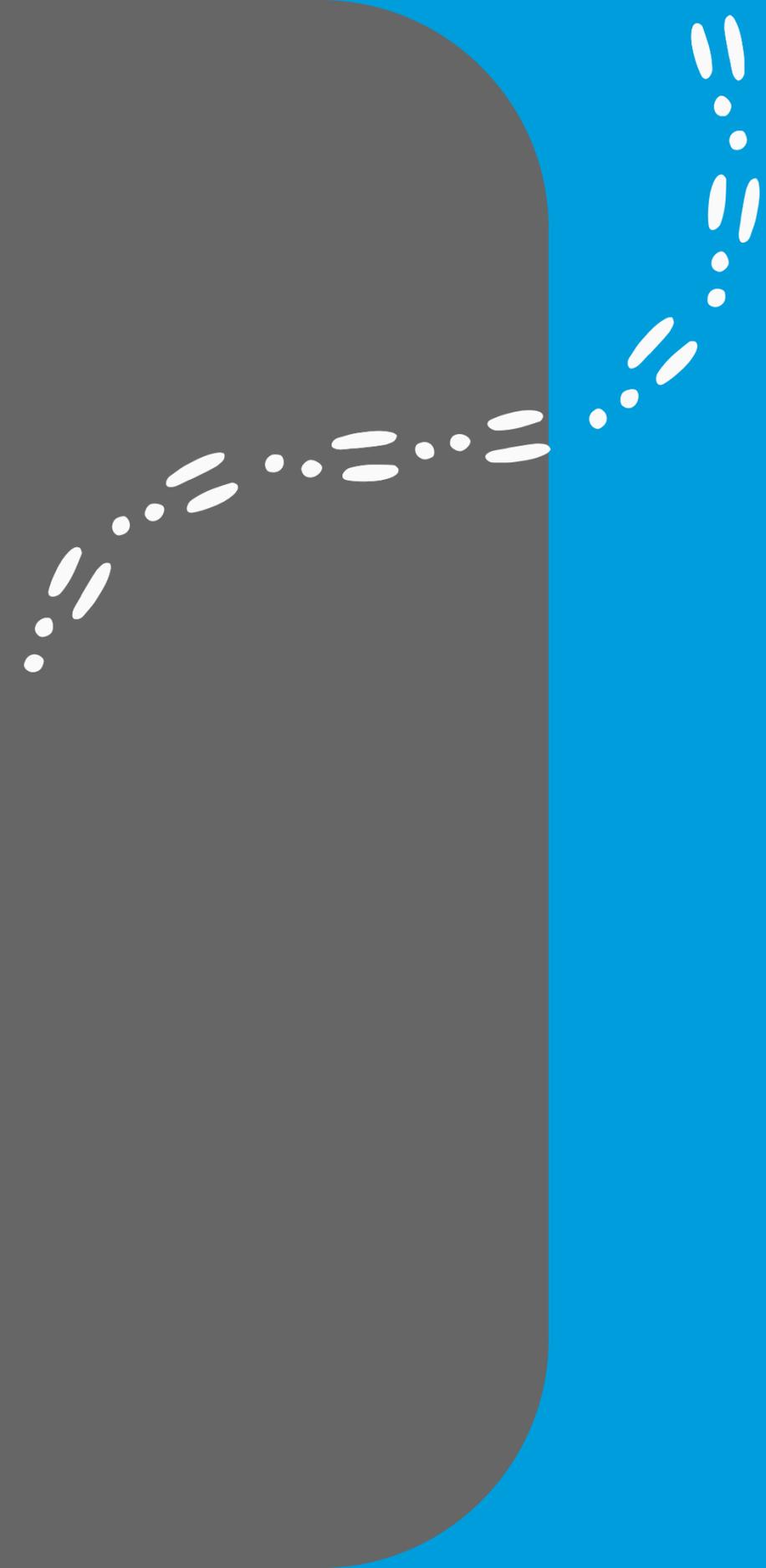
Download the Transit app on your phone for assistance. (green app, with a white & sideways “S”).
OR

You can also call RTS customer service at 585-288-1700 for more information including assistance with a bus route, bus numbers, requesting an on-demand bus to the Suburbs, and for a better understanding on how to ride the RTS bus. Press “0” to speak with a customer service representative.



Scan here for information about the App!





Step 1: How to Determine the Bus Route

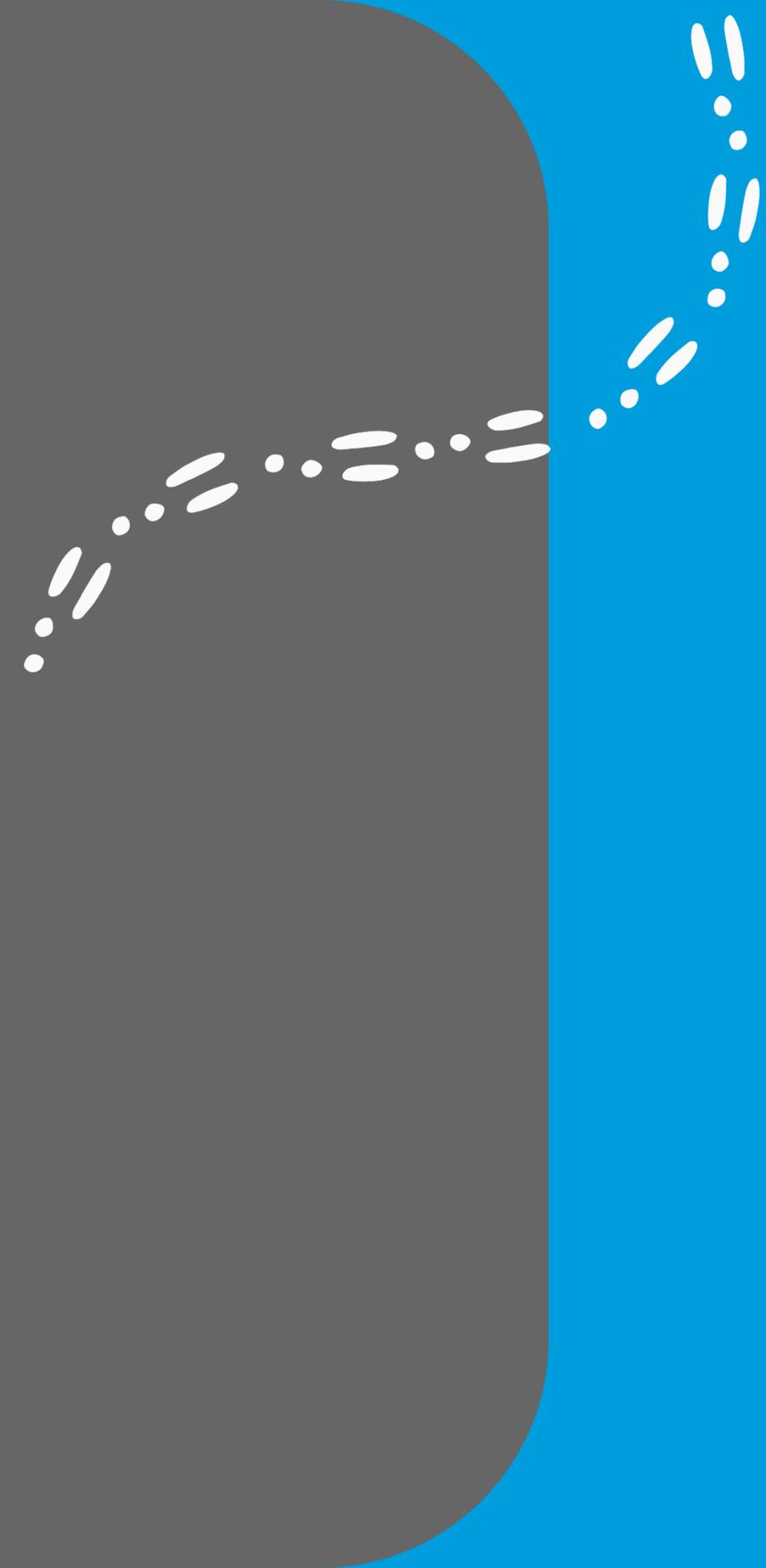
Learn the bus route before teaching the client how to ride the RTS bus. If the bus route includes the Transit Center, you should know two bus numbers:

1. The one that the client will take to the Transit Center (downtown)
2. The one to their destination (OACES, school, work, etc.).

These can become questions that you ask the RTS customer service representative. “What bus # leaves from (the main street closest to the client’s home)?” and “When we arrive to the Transit Center, what bus # would we catch to go to (give the address)?” The representative may ask you for the client’s address for better assistance.

Take the client to the nearest bus stop to their home!





Step 2: Entering the bus

1. **Get There Early:** Plan to be at your bus stop five minutes before the scheduled departure time.
 2. **Step Back:** Stand back from the curb when the bus approaches. Keep children close to your side and away from the street. RTS buses get as close to the curb as possible to make it easy to get on board. So make sure you give the bus plenty of room!
 3. **Take Your Time:** Wait for the bus to come to a complete stop, the doors to open, and all customers have exited before you try to board. And make sure it's the right bus before you board – just check the sign above the windshield.
- 

Step 3: Payment

You and your client should have the correct payment before entering the bus.



- The RTS will accept \$1.00 for one ride OR \$3.00 for an all-day bus pass. This payment can be given by dollars or coins.
- Tap & Go cards – Tap card on the payment machine closest to the bus driver where it says >>TAP HERE<<. The Tap & Go cards can be purchased at Walgreens, Walmart, and CVS in the gift card section. They can also be re-loaded at these stores as well.
- RTS Access IDs - Tap card on the payment machine closest to the bus driver where it says >>TAP HERE<<

Step 4: Transit Center



Depending where the client is going, the RTS bus will likely take them to the Transit Center first (which is commonly called “downtown”). From the Transit Center, you and the client will locate which GATE the second bus is located. You will see the terms “inbound” and “outbound” on the buses and on the transit app. They describe the direction where the bus is going.

- Inbound – bus will take you to the Transit Center (downtown)
- Outbound – bus will take you AWAY from downtown

Step 4: Transit Center

The Transit Center has security personnel and RTS customer service agents that are there to assist with any questions that you or the family may have. There are also screens that provides you with information on the second bus route, including: the bus number, which gate number the bus is at, and the time that it is leaving. Also, there are machines where you may purchase tickets using cash, or debit/credit card. An example of what the ticket looks like is to the left.

Go to the correct GATE number and wait for the bus to arrive.



This is your Ticket

Adult All Day

Valid from: Feb 08 2023 04:00 AM
Use by: Aug 08 2023 03:59 AM

Purchased: Feb 08 2023 10:44 AM

Don't fold over the barcode

RVX51N0NYP6



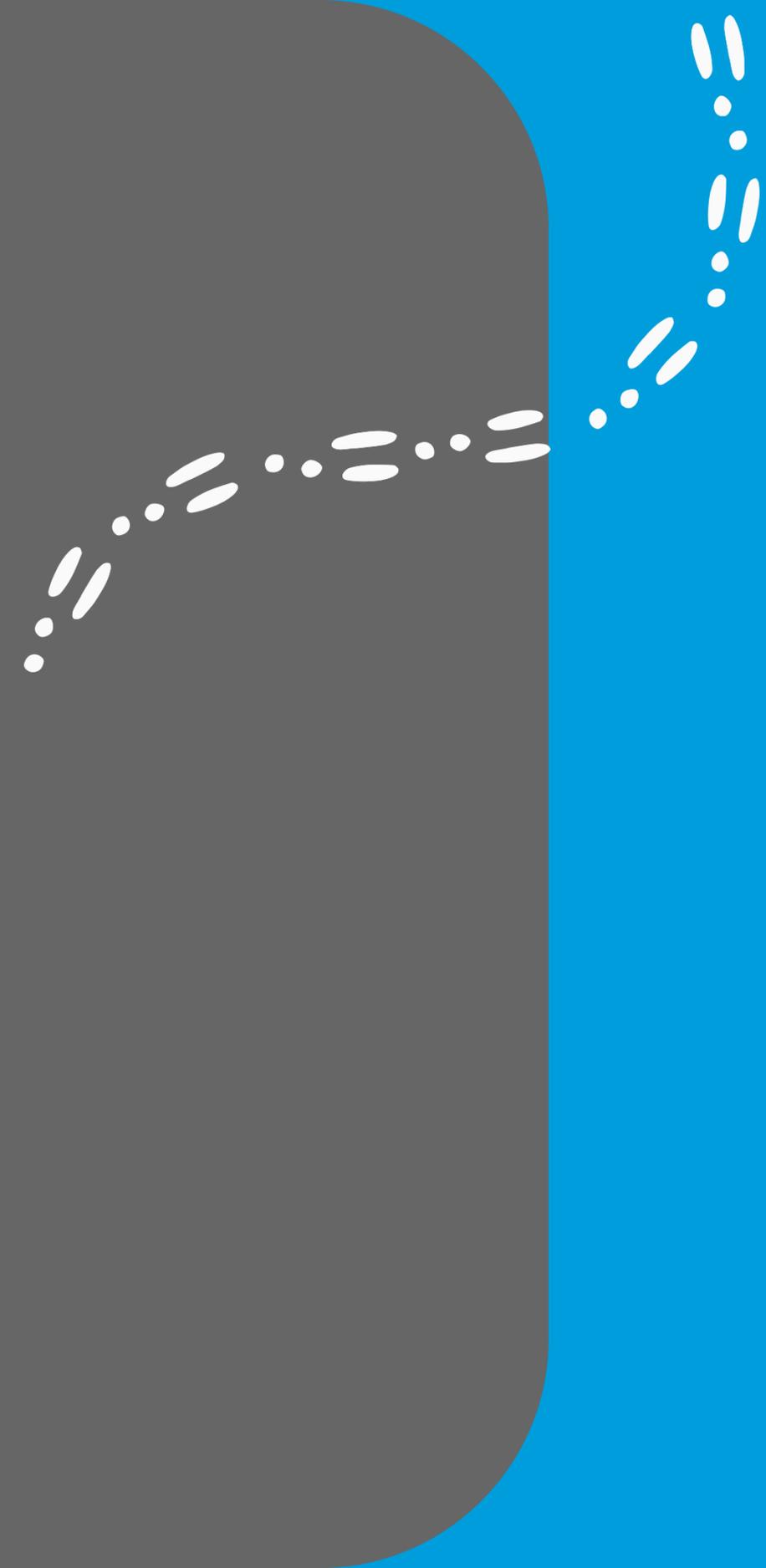
Terms of use apply
Visit myRST.com for details
(505) 299-1700

Step 5: Exiting the bus



You will need to teach the client to be aware of their location upon arriving to their destination. This is important because they must pull the string above the window or press the yellow strip along the window to notify the bus driver to stop the bus at the bus stop closest to their destination.

You must exit the bus through the back doors (located in the middle of the bus). The front doors are for entering only.



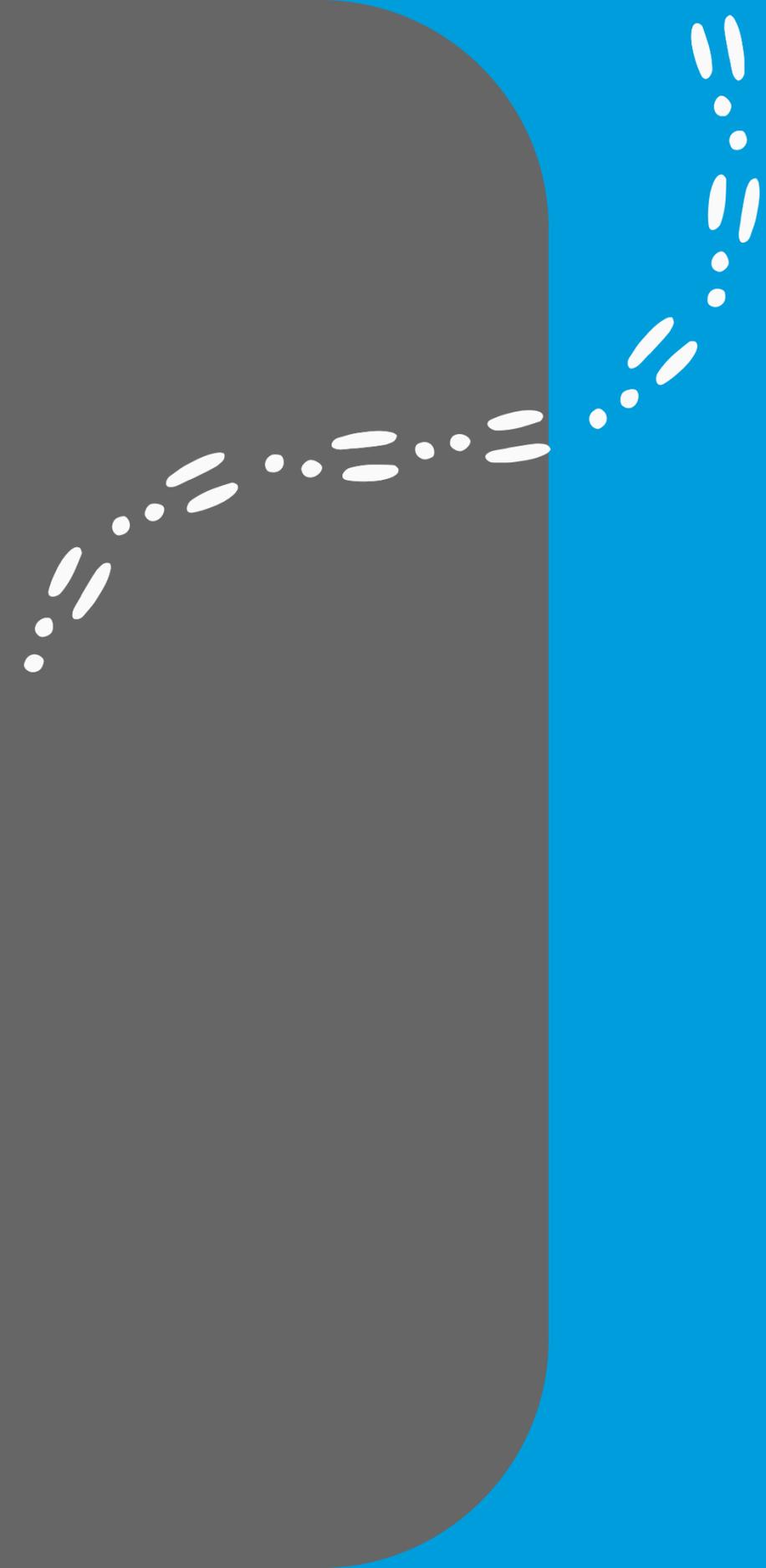
Step 5: Destination & Getting home

Once you arrive at your stop, you may want to show the family how to get to their final destination.

When heading back, explain the directions to the family once more!

It may be helpful to leave the clients with a write out including: their bus numbers, the RTS customer service number, and any other information that you think may be helpful.





Helpful Tips

- If you need help boarding, just ask the Bus Operator! Also, all buses can be lowered to make it easier for you to get on or off.
 - For safety reasons, our Bus Operators are not allowed to re-open the doors or return to the curb once they depart. For your safety never chase after or pound on the bus after it pulls away from the curb. Don't worry, another bus will be along shortly!
 - If using a mobility device, please review your mobility device owner's manual for safety warnings – including its use on a transit vehicle.
 - NEVER cross the street in front of the bus.
 - Wait for your bus to pull away before crossing the street.
 - Remember to be careful when crossing the street: other vehicles do not stop for RTS buses like they do for school buses.
- 



**For more
information:**





**Thank you for
volunteering your
time and walking
alongside new
families! You are
greatly appreciated!**