



Urban-Suburban Transportation Guide



Coordinated by



“The first and oldest voluntary
desegregation program in the
United States”

Transportation for program students is provided by the Rochester City School District.

The Rochester City School District (RCSD) Transportation Department contributes to student achievement by ensuring that our students have a safe and reliable means of getting to and from school and school related activities on a daily basis.

They employ highly trained professional and dedicated bus drivers, maintenance mechanics, and office staff. First Student and Regional Transit Service (RGRTA) are subcontracted by RCSD to provide transportation for the Urban-Suburban Program under the Private, Parochial & Charter School designation.

The Rochester City School District transportation policy is set by RCSD Board of Education. The New York State Education Department requires school districts to provide transportation to elementary and secondary children who live more than one and one-half (1.5) miles from the school they attend. Private, Parochial & Charter School transportation may not exceed fifteen (15) miles as allowed by the New York State Education Department.

Rochester City School District Transportation Department and the Urban-Suburban Program, in cooperation with our service providers, strive to ensure that all students have a safe and pleasant trip to and from school every day.

Please remember that transportation is a privilege, not a right. Discuss bus safety with your child regularly in order to ensure that they have a safe and enjoyable trip!

Urban-Suburban Yellow Bus Terminal Information 2018–19

Routes #	District	Terminal	Phone #	School Served
995	Brighton	Ridge Road	342-7665	Twelve Corners
960	Brighton	Colfax	647-9720	French Road, Jefferson Road
964	Brockport	Colfax	647-9720	Oliver, Brockport HS
965	Brockport	Colfax	647-9720	Oliver, Brockport HS
963	Brockport	Colfax	647-9720	Fred Hill, Barclay
966	Brockport	Colfax	647-9720	Oliver, Brockport HS
967	Brockport	Colfax	647-9720	Oliver, Brockport HS
921	East Irondequoit	Ridge Road	342-7665	Laurelton-Pardee, Helendale Primary
922	East Irondequoit	Bickford	458-4280	Laurelton-Pardee, Helendale Primary
923	East Irondequoit	Bickford	458-4280	Durand-Eastman Intermediate
924	East Irondequoit	Bickford	458-4280	Ivan Green Primary
962	East Irondequoit	Bickford	458-4280	East Irondequoit Middle School
989	East Rochester	East Main St.	288-7730	East Rochester Jr/Sr High School
959	East Rochester	East Main St.	288-7730	East Rochester Jr/Sr High School
958	Fairport	Ridge Road	342-7665	Johanna Perrin, Martha Brown, Jefferson Avenue.
968	Fairport	Bickford	458-4280	Brooks Hill, Northside
969	Fairport	Bickford	458-4280	Brooks Hill, Northside, Dudley
927	Fairport	Bickford	458-4280	Fairport HS, Minerva Deland
970	Fairport	Bickford	458-4280	Fairport HS, Minerva Deland
971	Fairport	Bickford	458-4280	Fairport HS, Minerva Deland
972	Fairport	Bickford	458-4280	Johanna Perrin, Martha Brown, J.A.
973	Fairport	Bickford	458-4280	Johanna Perrin, Martha Brown, J.A.
974	Fairport	Bickford	458-4280	Johanna Perrin, Martha Brown, J.A.
941	Hilton	Ridge Road	342-7665	Northwood Elementary, Village
955	Hilton	Bickford	458-4280	Northwood Elementary, Village
926	Penfield	East Main St	288-7730	Penfield HS, Bay Trail
975	Penfield	Bickford	458-4280	Penfield HS, Bay Trail
976	Penfield	Bickford	458-4280	Penfield HS, Bay Trail
977	Penfield	Bickford	458-4280	Penfield HS, Bay Trail
978	Penfield	Colfax	647-9720	Scribner, Cobbles, Harris Hill (Westside)
979	Penfield	Colfax	647-9720	Scribner, Cobbles, Harris Hill (Eastside)
980/961	Penfield	Colfax	647-9720	Indian Landing
981	Pittsford	Colfax	647-9720	Jefferson Road, French Road
982	Pittsford	Colfax	647-9720	Thornell Road
983	Pittsford	Colfax	647-9720	Allen Creek
984	Pittsford	Colfax	647-9720	Park Road
985	Pittsford	Colfax	647-9720	Mendon Center
929	Pittsford	Colfax	647-9720	Calkins Road, Barker Road
987	Pittsford	Colfax	647-9720	Calkins Road, Barker Road
988	Pittsford	Colfax	647-9720	Calkins Road, Barker Road
925	Rush-Henrietta	Colfax	647-9720	Roth Jr. High
956	Spencerport	Bickford	458-4280	Spencerport High School
946	Spencerport	Bickford	458-4280	Cosgrove Middle School
947	Spencerport	East Main St	288-7730	Cosgrove Middle School
952	Spencerport	Bickford	458-4280	Canal View, Bernabi, Munn
986	Spencerport	Bickford	458-4280	Canal View, Bernabi, Munn
935	Webster	East Main St	288-7730	Willink/Spry
998	Webster	Bickford	458-4280	Dewitt, Klem, Plank, State & Schlegel Rd.
999	Webster	Bickford	458-4280	Dewitt, Klem, Plank, State & Schlegel Rd.
990	W. Irondequoit	Bickford	458-4280	Rogers, Briarwood
991	W. Irondequoit	East Main St.	288-7730	Iroquois, Rogers, Seneca
992	W. Irondequoit	Bickford	458-4280	Iroquois, Listwood
993	W. Irondequoit	East Main St.	288-7730	Iroquois, Colebrook, Seneca, Listwood
994	Wheatland	Colfax	647-9720	Wheatland-Chili MS/HS (Eastside)
996	Wheatland	Colfax	647-9720	TJ Connor
997	Wheatland	Colfax	647-9720	Wheatland-Chili MS/HS (Westside)

Bus schedules for *returning* students that ride the yellow buses from September–June are mailed to parents during the last two weeks in August. If any changes are needed, contact the Urban- Suburban office immediately at 585-249-7045 in order to ensure uninterrupted service for the start of the school year. Once school begins, please allow 7- 10 days for the bus to get on a regular schedule. Please notify the Urban-Suburban office at 585-249-7045 for any issues with the bus.

RIDING A BUS OTHER THAN YOUR ASSIGENED BUS

Any requests for riding a yellow bus other than the one assigned **MUST BE MADE IN WRITING**. Contact the Urban-Suburban office at 585-249-7045 for additional information.

Frequently Asked Questions

What bus does my child ride, yellow or RTS?

- Brighton:grades 3–6 ride yellow bus; **grades 7–12 ride RTS**
- Brockport:grades 2–12 ride yellow bus
- E. Irondequoit: ..grades 1–7 ride yellow bus; **grades 8–12 ride RTS**
- E. Rochester: ...grades 5&6 ride yellow bus; **grades 7–12 ride RTS**
- Fairport:grades K–12 ride yellow bus
- Hilton:grades 1–12 ride yellow bus
- HF-L:grades 3–12 ride yellow bus
- Penfield:grades 1–12 ride yellow bus
- Pittsford:grades 1–8 ride yellow bus; **grades 9–12 ride RTS**
- Rush-Henrietta: grades 7–12 ride yellow bus
- Spencerport:grades 1–12 ride yellow bus
- Webster:grades 1–12 ride yellow bus
- W Irondequoit: ..grades 1–6 ride yellow bus; **grades 7–12 ride RTS**
- Wheatland-Chili: grades K–12 ride yellow bus

BOLDED grade levels are issued Regional Transit Service passes, at no cost to the families.

Is there before/afterschool transportation?

Before and afterschool transportation is outlined as follows:

BRIGHTON

There is no before/afterschool transportation for students in grades 3–12, parents are responsible. **For activities after 5pm**, students in grades 6–12 can use RTS by going to the main office and requesting an RTS pass at no cost to student (see How To Use the RTS 2+2 Pass on page 13).

BROCKPORT

For students in grades 4-5 that participate in before school activities, call Urban-Suburban at 585-249-7045 to make arrangement to ride the earlier middle school bus. Students will be notified of a pre-existing middle school stop that they can use, parents must take them to that stop. The stop will stay in place all year, unless otherwise informed. Students in grades 6-8 that stay afterschool (from dismissal until 2:45pm) can use the regular dismissal bus that takes students in grades 2-5 home. Students in grades 6-8 that stay afterschool must let the main office (Marleen Cain) know a week in advance. Ms. Cain will contact Urban-Suburban with the list of students staying afterschool that week. Urban-Suburban will contact parents to inform them of where their child will be dropped off. If the parent agrees with the drop off location, the elementary school driver is given a list of the students that will be riding the bus for the week and their drop off location. Any middle school student that uses the late bus will not be dropped off at their regular stop, but instead be dropped off at a **pre-existing** stop that is **closest to their home and is assigned to a student that attends Brockport's elementary schools Fred Hill or Barclay. When elementary school students have early dismissal, this service will not be provided.**

In addition, free RTS passes are always available for middle and high school students. Students can go to the main office to get RTS passes (see How To Use the RTS 2+2 Pass on page 13*).

EAST IRONDEQUOIT

There is no before/afterschool transportation for students in grades 6–12, parents are responsible. **For activities after 5pm**, students in grades 6–12 can use an RTS pass (see How To Use the RTS 2+2 Pass on page 13) for afterschool transportation or make arrangements with parents. Students can go to the main office to get free RTS passes.

(answer continued on next page)

EAST ROCHESTER

There is no before/after school transportation for students in grades 6-12, parents are responsible. **For activities after 5pm**, students in grades 6-12 can use an RTS pass (see How To Use the RTS 2+2 Pass on page 13) for after school transportation or make arrangements with parents. Students can go to the main office to get free RTS passes.

FAIRPORT

There is no before school transportation. Students in grades 6-12 that stay after school must let the after school contact person in their building know a week in advance if they are staying after school the following week. The after school contact person will email Urban-Suburban with the list of students staying after school that week.

The after school bus will only be available four (4) days a week: Monday, Tuesday, Thursday and Friday (THERE IS NO AFTER SCHOOL BUS AVAILABLE ON WEDNESDAYS).

Urban-Suburban will contact parents to inform them of where their child will be dropped off. If the parent agrees with the drop off location, the elementary school driver is given a list of the students that will be riding the bus for the week and their drop off location. Parents must complete and return the permission slip before their child will be able to stay after school. Any middle school student that uses the late bus will not be dropped off at their regular stop, but instead be dropped off at a pre-existing stop that is closest to their home and is assigned to an elementary school student. ***When elementary school students have early dismissal, this service will not be provided.***

HILTON

There is no before/after school transportation for students, parents are responsible.

HONEOYE FALLS-LIMA

There is no before/after school transportation for students, parents are responsible.

PENFIELD

There is no before/after school transportation for students in grades 1-12, parents are responsible.

PITTSFORD

There is no before school transportation for students in grades 1-12, parents are responsible. There is no afterschool transportation for students in grades 1-3, it will be the parents' responsibility. There is afterschool transportation for students in grades 4-8. Middle school parents must contact their student's school for a permission slip (mid-September) to take the afterschool bus. Parents must complete and return the permission slip to their student's school before their child will be able to stay after school. At the conclusion of afterschool activities (approximately 3:25PM) a bus #985, will take Calkins Road students to Barker Road courtesy of Pittsford Central School District Transportation Department. Pittsford's Transportation Department will shuttle all 4th and 5th graders from Thornell, Park Road, Allen Creek and Jefferson Road Schools to Mendon Center. A First Student bus will then pick up all middle school students (approximately 3:40) and go to Mendon Center Elementary School to pick up all 4th and 5th graders. The late bus will leave Mendon Center at approximately 4:00pm. Any middle school student that uses the late bus will not be dropped off at their regular stop, but instead be dropped off at a **pre-existing stop** that is **closest to their home and is already assigned to an elementary school student.** *When elementary school students have early dismissal, this service will not be provided.* **For activities after 5pm**, students in grades 9-12 can use an RTS pass (see How To Use the RTS 2+2 Pass on page 13) for afterschool transportation or make arrangements with parents.

RUSH-HENRIETTA

There is no before/afterschool transportation for students, parents are responsible.

SPENCERPORT

There is no before/afterschool transportation for students, parents are responsible.

WEBSTER

There is no before/afterschool transportation for students, parents are responsible.

WEST IRONDEQUOIT

There is no before/afterschool transportation for students in grades 1-12, parents are responsible. **For activities after 5pm**, students in grades 7-12 can use an RTS pass (see How To Use the RTS 2+2 Pass on page 13) for afterschool transportation or make arrangements with parents.

WHEATLAND-CHILI

There is no before school transportation for students in grades 1-12. There is no afterschool transportation for students in grades 1-2, parents are responsible. Students in grades 3-5 can take the Wheatland-Chili (4:00pm) that will drop the student off at the Ice Rink in Genesee Valley Park. It is the parent's responsibility to get the student from Genesee Valley Park.

Students in grades 6-12 have two options: Option (1) middle and high school students can use the TJ Connor regular Urban-Suburban afternoon bus at 3:00pm. Any student that uses option 1 will not be dropped off at their regular stop, but instead be dropped off at a **pre-existing stop that is closest to their home and is already assigned to an elementary school student. When elementary school students have early dismissal, this service will not be provided.**

Option (2), students in grades 6-12 can take 4:15 Wheatland-Chili bus that will take them to the Ice Rink at Genesee at Valley Park. It is the parents' responsibility to pick up their student from Genesee Valley Park or students can get a free RTS pass from the main office to get home from Genesee Valley Ice Rink.

Is transportation provided when schools are closed because of inclement weather or RCSD Superintendent's Conference Days?

No. When city schools are closed due to inclement weather or RCSD Superintendent's Conference Days, **no transportation** will be provided to **any schools or programs** served by the City School District.

In the event that schools are closed for the day due to inclement weather an announcement will be made on local T.V. and radio stations by 5:00 a.m.

If suburban schools remain open during inclement weather, it is the responsibility of the parents to decide if it is safe for them to take and pick up their children from school. Should parents decide it is unsafe to travel and do not take their children to school, it is considered a legal absence and will not be held against the student.

Can a bus travel a non-through (dead-end) or cul-de-sac street?

No. Non-through (dead end) streets and cul-de-sacs can present a challenge for school buses. There must be enough space on a court for the bus to turn around, without backing up. Backing up only increases the likelihood of danger to children, pedestrians, and other motorists.

Whom should I call if I have questions about transportation procedures?

- Contact the Urban-Suburban Program 585-249-7045. Call the terminal if your child's bus is more than 15 minutes late, in the morning or afternoon (See page 1);
- Parents must inform the Urban-Suburban office and their child's school of any changes such as a change of address or phone number. Both must have **accurate information**.
- Urban-Suburban Transportation/Continuation Form must be filled out each year. The form is due in the Urban-Suburban office by April 30th each year. If you receive transportation information from your suburban district, disregard it; Urban-Suburban coordinates all transportation.

What should I do if I move?

Call the Urban-Suburban office 585-249-7045, at least 30 days in advance to prevent transportation interruptions. Parents should also notify their child's school of any changes. If the family moves **outside the city limits**, **your child will become ineligible** for the Urban-Suburban Program.

What should I do if my child's before/after school childcare changes?

Call the Urban-Suburban office, 585-249-7045. In September, due to the high volume of changes, assignments will take longer 2-3 weeks. During normal times allow 7-10 business days.

What do I do if I have a babysitter/day care provider?

Call the Urban-Suburban office 585-249-7045 to request transportation to a day care provider's address for students in Grades **Kdg-8**. The morning pick-up point must be the same every day (5 days per week). The afternoon drop-off point must be the same every day (5 days per week).

If my day care is located outside the City of Rochester will transportation be provided?

No.

Is a school district required to transport children of divorced parents to different locations on different days of the week?

No. According to the Commissioner of Education, a student can only have a single residence for school purposes even when that student's parents are divorced. There is no statutory or regulatory requirement that a district transport a student whose parents share joint custody to one parent's home on some days of the week and to the other parent's home on different days of the week. (School Law, 32nd Edition, Section 30:5)

Are there any restrictions on the length of time a student should ride to/from school?

No. Neither the Education Law nor the Commissioner's Regulations specify a maximum time limit for the transportation of students. The Commissioner of Education has rules that, depending on the circumstances, one-way trips of up to one-and-one-half hours are not necessarily excessive." (School Law, 32nd Edition, Section 30:15)

Can my child be dropped off at another location just this one time?

No, the driver is not allowed to pick up or drop off from an address not on record. While the District recognizes that emergencies occur, for the safety of your child, we cannot accept phone calls to change established transportation services.

Is there a bus attendant/monitor on the bus?

No, there is no State requirement that bus attendants/monitors be placed on runs.

What happens if my child gets on the wrong bus?

In the event a child gets on the wrong bus, instruct them to tell the bus driver so the mistake can be corrected and the child put on the right bus. Please be sure your child knows his/her phone number, address, route number, school name and school district name, and carries this information with them.

Do children have to wear seat belts?

Yes. All of our school buses are equipped with seat belts. Please remind your child to wear the seat belt. Safety is our first priority.

Who should I call if the bus does not arrive on time?

In the event your bus does not arrive as scheduled, please allow 15 minutes before you call the terminal. See page 1 for listing; when calling you MUST know your child's route number, their school name and district, and bus stop location.

Why is my child's bus late?

Weather, traffic, maintenance difficulties, illegally parked cars, and unforeseen incidents are responsible for delays in the arrival of school buses in the morning and afternoon. Drivers check their buses before their routes and sometimes find mechanical problems that can cause delays and require driving another bus for that day. This can cause the bus to be late. Please know that we are doing everything possible to have all buses running on schedule every day.

Why does my child have an assigned seat?

Seat assignments are a positive way for the ride to be consistent and safe by establishing a routine. Also assigned seats aid in the identification of each student should a substitute driver be needed. Assigned seats are a good tool for behavior management and can be subject to change.

What if my child leaves an item on the school bus?

The Rochester City School District is not responsible for any items left or lost on the school bus. As part of a post check, a driver occasionally finds items on the bus and brings them either to the front of the bus or the terminal dispatch office. Please check with the driver or terminal.

Can large items be transported to school?

Children are not allowed to bring anything on the bus that they cannot easily hold on their lap. Items not permitted could include: musical instruments other than flutes or clarinets, glass, anything sharp, live pets, hockey sticks, lacrosse sticks, baseball bats, ski equipment, large equipment bags, large art displays, and any other items of similar size and shape. (School Law, 32nd Edition, Section 30:57)

Large items could easily become airborne and cause danger to your child and other students if the bus was involved in a sudden stop.

What about bullying on the bus?

The Rochester City School District will not tolerate bullying. New York State has just passed the Dignity for All Students Act which went into effect July 2012. The District is currently working on guidelines in accordance with this Act. If you have concerns about bullying on your child's bus, please contact Urban-Suburban immediately at 585-249-7045.

What do I need to know about school bus discipline?

If a student behaves in an unsafe or unacceptable way, an Unsatisfactory Bus Conduct Report will be filled out. Copies will be sent home to the parent, School Principal and the Urban-Suburban Program. It is expected that the parent will work with the child to reinforce positive behavior.

If a child receives a second Unsatisfactory Bus Conduct Report he/she may be suspended from bus transportation.

The following behaviors are not tolerated by the Rochester City School District and will result in ***immediate suspension*** of transportation privileges:

- o Fighting
- o Injury to another student
- o Threatening behavior
- o Use of a weapon or instrument used as a weapon
- o Inappropriate sexual discussions or behaviors

Bullying, horseplay, profanity, hitting, pushing, screaming, yelling and any behavior that threatens the safety and well-being of others will be immediately addressed by the driver. If behavior continues, a disciplinary referral will be sent home and to the school. If behavior continues or escalates, further disciplinary action may result, including suspension of transportation privileges.

Are there video cameras on the buses?

Yes. Video cameras are used on school buses as a tool to aid school bus drivers and school administrators in monitoring behavior, thereby improving the over-all safety of the school bus and its passengers.

Regional Transit Service Information (RGRTA)



All students must wear and have visible their school ID and RTS bus pass while in the Transit Center.

How to find information on your child's RTS bus route

Information is available from the Regional Transit website at RGRTA.com. Select Trip Planner on the left side of the page and follow instructions to obtain the RTS route for your child to school. You may also obtain schedule and route information by calling 585-288-1700.

How to get a pass when school begins

Urban-Suburban delivers all RTS bus passes to the respective schools before the start of each school year. Parents are responsible for getting their student to school on the morning of the first day of school. Once the student arrives at school they should go to the main office and pick up their bus pass. They can then use it to get home.

How to get a replacement RTS bus pass when the original is lost

- Urban-Suburban students should go to their school's main office and request a replacement RTS bus pass.
 - There is a \$2 fee for the replacement pass that must be paid at the time of the request.
 - The school will contact Urban-Suburban and the office submits a request to RCSD for a new pass, it takes 7-10 days. During that time, parents are responsible for providing bus fare.
 - Once replacement passes are ready, they are delivered to Urban-Suburban, then Urban-Suburban delivers it to the school.
 - Each pass issued is equal to a year's cost of service. Please convey the importance of the bus pass to your child.
 - **Replacement bus passes can only be issued once.**
 - **Parent assumes responsibility for transportation cost.**
-

How to use the RTS Smartcard ID Pass

The RTS Smartcard ID Pass serves as your student ID and lets you travel on RTS buses during specific time periods. Please read the information below so you know how it works.

HOW TO USE THE RTS SMARTCARD ID PASS:

Show your ID Pass to the Bus Operator when you board the bus, and make sure your photo is visible. After that, it's "tap, beep, then take your seat." Tap the RTS Smartcard ID Pass on the Farebox, and you will hear a "beep" sound that confirms your card is valid. If you are not entitled to transportation services on RTS, you will hear, "Card not valid." In this case, you will be required to exit the bus or pay the \$1 fare. If you attempt to use an ID Pass that is not yours, an ID Pass that has been tampered with, or an ID Pass that the bus farebox indicates is not valid, the RTS Bus Operator is required to take it from you. **Always make sure your child has bus fare in case of unforeseen emergencies. Please remember that transportation to school is a privilege, not a right.**

The privilege can be taken away for misusing your ID Pass or improper behavior.

The RTS pass is for the exclusive use of your student ONLY. It can be utilized to board on regular school days, at any bus stop, from 5:30am to 9:30am. The pass is valid at the closest bus stop to school from 10:30am to 5:00pm. If a transfer at the Transit Center is necessary on the way to or from school, a Connection Pass must be requested upon boarding.

The RTS pass and your school ID must be displayed at all times in a lanyard around the neck when utilizing RTS services. The pass may be confiscated by RTS, RPD or any School Administrator as a result of inappropriate behavior. All students are subject to the RTS Rules of Conduct when utilizing RTS services, as well as when in the RTS Transit Center.

HOW TO USE THE RTS TWO PLUS TWO ACTIVITY PASS:

If you participate in afterschool activities (extra help, academic support, volunteer, participation on clubs and teams), you can get a free RTS Two Plus Two Activity Pass by going to the main office before the end of the day to request one. The RTS Two Plus Two Activity Pass is valid from 3:30 pm until 9:00 pm during the week and anytime on the weekends when presented with a RTS Smartcard ID Pass. The RTS Two Plus Two Activity Pass is also valid on holidays as well as during school breaks.

***Brockport students will utilize (2) One Ride passes**

How to use the RTS bus

1. Go to your RTS stop at least five minutes before the scheduled arrival time. To make sure everyone gets to their destination, the bus will depart on time.
2. Look for the sign above the windshield to make sure you're getting on the right bus.
3. Climb aboard after the bus comes to a complete stop and the doors are open.
4. Show your RCSD Smart Card ID to the Operator and then tap the ID on the farebox.
5. Request a connection pass.
6. Take a seat and enjoy your ride.

BUS CONDUCT FOR RIDERS:

What CAN I do on the bus?

- Use earphones to listen to your music.
- Talk to your friends quietly. Be respectful of those around you.
- Keep the seats clean and the aisles clear.
- Sit in any seat except the very front ones - we leave those open for older adults and people with disabilities.

Expectations:

- Keep food and drinks closed or in a backpack. Enjoy them after your bus ride.
- Use appropriate language.
- Respect the people around you by using a low voice and when the bus is moving stay seated. If standing, hold on and stay in one place.
- Be safe and wait until the bus has left to cross the street.

WHERE'S MY BUS?

How do I find or follow my bus?

Now it's easier than ever for you and your parents to find or follow your bus:

- **Where's My Bus? (WMB) Tracker**
Just text your stop ID number to 585-351-2879 or email your stop ID number to wmb@rgta.com and get the arrival time in seconds.
- **Real-Time Map & Schedule Information**
Go to rgta.com to track your bus in real-time by stop, route or address.
- **Save even more time...RTS will notify you!**
Go to wmb.rgta.com, and click on Notify Me, to sign up to receive automatic text or email notifications of when your bus will arrive.

WHAT DO I DO IF...?

...I am at a bus stop and the bus passes by without stopping to pick me up?

Be patient. The bus may have been full and it would not be safe to add more passengers. Another bus will probably come.

...I realize that I am on the wrong bus?

Alert the Bus Operator of your problem. The Bus Operator will help you. It may require riding the bus through the end of the route and returning to Downtown.

...Rochester City School District is closed due to a Superintendent's Conference Day?

Visit the main office at your school the day before and request two (2) passes—one to get to school, the other to get home. The passes are provided free of charge.

...while riding the bus, I miss my stop?

1. If you recognize where you are, get off at the next stop and walk to your destination.
2. If you are unsure about your location, let the Operator know of your problem. The Bus Operator will help you with a solution. It may require riding the bus through the end of the route and getting off at the nearest stop on the way back.

...I am sitting in the front of the bus and a passenger in a wheel chair boards?

Get up and find a seat further in the back. The front seats will need to be folded up to accommodate the customer with the wheel chair.

WHAT DO I DO IF...?

...the bus is having mechanical issues and is forced to pull over?

Be patient. Another bus will probably come to pick you up, along with the other passengers.

... someone on the bus is injured and requires medical attention?

Be patient and remain calm. The Bus Operator will call an ambulance and remain with the bus to give a statement. Another bus will probably come to pick you up, along with the other passengers.

...the bus is involved in an accident?

Remain calm while the Bus Operator calls the authorities. Be prepared to give a statement, if necessary, and otherwise be patient. Another bus will probably come to pick you up, along with the other passengers.

...there is a fight on the bus?

Move away from the fight and remain calm. Do not get involved. The Bus Operator will call for assistance. If necessary, a police officer will be dispatched to the scene.

...another passenger is harassing me or making me feel uncomfortable?

Move to the front of the bus and alert the Bus Operator. The Bus Operator will take the necessary steps in order to keep you safe.

WHAT DO I DO IF...?

...upon tapping my Smart Card ID on the farebox, I hear the message “card not valid?”

The Operator is required to take your ID. Purchase a single ride pass through the farebox. Visit the main office at your school and request a replacement. You will be issued a replacement ID by the RCSD Transportation Department. ***Parents:** Please be sure your child always has bus fare in case of an emergency.

...upon boarding the bus, I realize that I do not have my RCSD Smart Card ID?

Purchase a single ride pass through the farebox or go to the main office at your school and request assistance.

...I realize that I left my Smart Card ID on the bus?

Visit the main office at your school and request a replacement. If the pass is found, it will probably be returned to the RCSD Transportation Department and deactivated.

...I realize that I left something on the bus?

Contact RTS Lost and Found at 585-654-0610. If the item is found, you will probably receive a phone call from RTS.



**Visit the Urban-Suburban Program
Web site at:**
www.monroe.edu/US

A program of

