

# HOW TO RIDE GUIDE



## PREPARING FOR YOUR RIDE & BOARDING THE BUS

Make sure to arrive at your bus stop approximately 5 minutes before your bus is scheduled for pick-up. This helps ensure you will not miss your scheduled bus. For your safety, please stay in the bus shelter or on the sidewalk while waiting. Be patient while waiting for your bus. The operator will open the bus doors once the bus has come to a complete stop.



## USING YOUR RPS PASS

Using your pass is easy! Simply tap your pass on the farebox or Ticket Vending Machine to activate the smart reader. The next time you ride, simply tap again in the same place. Once you see a green check mark, you're good to ride. Remember, your RPS Pass works for Richmond City local routes only! You can ride for Reduced Fare on other local routes.



## WHILE YOU ARE RIDING

After you have boarded the bus, please do not hesitate to locate your seat. Please respect priority seats. Priority seats are located at the front of every bus and are reserved for Seniors and individuals with disabilities. Please make sure to keep your personal belongings either on your lap or at your feet. Blocking aisles and using additional seat space for carry-on items is not permitted. When listening to personal audio devices, please use earphones with the volume set at levels that do not disturb fellow passengers.



## EXITING THE BUS

You will hear and see the bus announce the approaching bus stop. Pull on the cord or press the yellow strip to let the operator know that you would like the bus to stop at the next bus stop. The bus will announce that a stop has been requested. (Pulse buses service every Pulse station, and there is no need to request a stop). When the bus comes to a complete stop, please gather your belongings. Use the handrails when exiting. For your safety, please make sure to step away from the bus after you have exited. If you drop something, wait until the bus has safely pulled away before retrieving it.

## ESTIMATED BUS ARRIVAL INFO

Use our online Bus Tracker or download our Free Mobile App!

Need help? Contact Customer Service at:  
804-358-GRTC or [webcustomerservice@ridegrtc.com](mailto:webcustomerservice@ridegrtc.com)

