

FAQ

Q: What is the RTC Student Transit Program?

A: The program allows all Washoe County School District (WCSD) students under 18 to ride RTC buses for free, helping families access safe, reliable transportation to school, summer programs, jobs, and other opportunities.

Q: When does the free ride program begin?

A: The program will be available **for students to sign up for on June 6, 2025**. Students can begin riding free on this date. **The pass will expire on June 31, 2026. The pass will be stored on the Token Transportation app on the student's phone.**

Q: Is this the same as the school bus?

A: No. This is separate from the yellow school bus system. RTC buses follow city transit routes and schedules. Both systems will operate as usual, and eligible students may use either.

Q: Who is eligible for free rides?

A:

- WCSD students under 18
- Students under 6 must ride with a parent/guardian (parents must pay their own fare)
- Students over 18 must pay unless their school validates their student ID (TMCC, UNR, WCSD school)
- Graduated students under 18 can still use the service

Q: How do students access free rides?

A: Students will use the TokenTransit app to board. Instructions for downloading and using the app will be shared via schools and the district website.

Q: Where can I download the app?

A: You can find it on the App Store (iOS) and Google Play Store (Android). A direct link will be provided at tokentransit.com/app.

Q: What if a student doesn't have a phone?

A: Reaching out to Tristan on this to see if schools or resource centers can provide support

Q: Where can students ride to?

A: Anywhere RTC buses go, including school, summer jobs, Kids Café sites, libraries, and more.

Q: How is student safety being addressed?

A:

- RTC buses are equipped with **video and audio recording**
- Students are expected to follow RTC's [Code of Conduct](#)
- Inappropriate behavior can result in **warnings or bans**

- RTC buses are not supervised like school buses, students must know where and when to get off

Q: Who is responsible if something happens off campus or after school hours?

A: Parents should contact local law enforcement for incidents that occur off campus. WCSD staff can support as needed but are not responsible for incidents that occur on public transit outside of school oversight.

Q: Can principals discipline students for behavior on the RTC bus?

A: Yes, principals retain the authority to respond to misconduct while on the way to and from school, even on RTC buses.

Q: Are students allowed to leave campus during school hours?

A: Students should **not** be using RTC during school hours unless excused or enrolled in an off-campus program. Inappropriate use can result in loss of privileges and school disciplinary measures.

Q: I'm concerned about my younger child riding the city bus. What should I know?

A: Middle and elementary school families are encouraged to discuss expectations with their child. The RTC system is safe, but it is not staffed like a school bus. Young students may benefit from riding with an older sibling or neighbor.

Q: What if my child doesn't come home on time?

A: Parents should first contact RTC Customer Service at 775-348-RIDE (348-7433) to check route or schedule delays. You may also check with your child's school or local law enforcement depending on the situation.

Q: What is the district doing to prevent inappropriate use of the free rides?

A:

- Messaging to students about expectations and consequences
- Schools will receive tools to educate families
- Parents are encouraged to monitor when and where their child rides

Q: Will there be an event or launch celebration?

A: Yes! The program will launch on June 6 with a press conference and community event. More details will be shared via school newsletters and the district website.

Q: Where can I get more information?

A: Visit **(future page on our website)**, check your school's newsletter, or contact RTC Customer Service directly.