

## Ride On Real Time Frequently Asked Questions

Have a question about Ride On Real Time? See the answers below.

### What is Ride On Real Time?

Finally an answer to the question, "Where's my bus?" Ride On Real Time uses Global Positioning System (GPS) technology and computer algorithms to track your bus and estimate when it will arrive at your stop.

There are several ways to get your bus status:

1. Your desktop computer before you leave home or the office by going to [www.rideonrealtime.com](http://www.rideonrealtime.com) or our new site <https://RideOn.app>
2. Your web-enabled mobile device at our new and improved website <https://RideOn.app> or our long time site [www.rideonrealtime.com](http://www.rideonrealtime.com)

### I'd like to get started using Ride On Real Time. Where do I begin?

First you need to find your bus stop ID number. If you are at a bus stop, look for the 5 digit bus stop ID on the Ride On sign at the stop. If you are using our web page on your home computer or mobile device, you can look up the stop either by bus route or by address. Once you have your bus stop ID, you can find out when the next bus will arrive.

### Can I get information on my smartphone or other mobile devices?

Yes. We recommend using our new web-based software version.

### Instructions for using the new web-based version at

<https://RideOn.app>

An icon can be created for your mobile device, much like a mobile app icon, which will make accessing this new and improved application easy. The steps to do this are slightly different for Apple versus Android phones, and are sometimes different for different models of the Android phones.



### How to add a website icon to your Android home screen

- Open your website browser; there are at least 4 types but "Google" is on most phones
- Type <https://rideon.app> as the website you are seeking and press the "Enter" key
- Click on your browser options (e.g. hamburger button or 3 dots)
- Tap on "Add To Home Screen"; follow any prompts to "Add"; steps may vary slightly due to different phone models
- Drag the new icon to where you want it in your list(s) of mobile app icons on

your home screen



- **How to add a website icon to the iPhone home screen**
  - Open your internet browser “Safari”
  - Type <https://rideon.app> (to save to **your home screen**). ...
  - Tap **the** Share button at **the** bottom of **the** page.
  - On **the** bottom row of **icons**, scroll over until you see “**Add to Home Screen**” and tap this.
  - Drag the new icon to where you want it in your list(s) of mobile app icons on your home screen; icon is the same as current Ride On Real Time icon, so you can delete the old one.

### **Top Five New Features:**

- \* Usable on all devices: computers, tablets, phones
- \* American Disabilities Act (ADA) compliant (508 Accessibility)
- \* Updates vehicle position every 5 seconds versus 60 to 120 seconds on the old app
- \* There is a Trip Planner
- \* Arrival Information is the same as on bus shelter monitors, regional service center monitors, and MC311 CSR monitors

### **Additional Features:**

- \* Ability to see bus in real time on the map; tapping/clicking on bus icon provides bus information (Where's My Bus?)
- \* Ability to get directions from one to another point (508 compliant)
- \* Ability to click/tap on any stop icon on any screen with map and see real time bus departures from the stop
- \* Ability to see stops around you (cellphone users).
- \* Ability to see schedule filtered by stop and time
- \* Ability to plan trip by selecting starting and returning stop (the same route only)
- \* Ability to see all schedules on one page
- \* Ability to tab stop images on Google map => required for 508 accessibility compliance

Please provide feedback via our social media accounts or our email address ([RideOn.CustomerService@montgomerycountymd.gov](mailto:RideOn.CustomerService@montgomerycountymd.gov)).

## Instructions for using the mobile version of [www.rideonrealtime.com](http://www.rideonrealtime.com) web page

Open your mobile device's web browser to [www.rideonrealtime.com](http://www.rideonrealtime.com)

### **If you already know your bus stop ID**

1. From the home page, select  "Realtime Maps and Schedules"
2. Select "Find By Stop"
3. Type in your 5-digit bus stop number in the box Stop Number or Name
4. Hit "Get Route"
5. Schedule for the next several buses serving that stop will appear.
6. If you want information on only a particular route that serves that stop, activate the Route drop down box and select your route.
7. If you don't know your bus stop number, you can look it up.

### **If you know your route**

1. From the home page, select Realtime Schedules
2. Select Search By Route
3. Use the drop down box to first Select Route
4. After you have selected your route, use the drop down box to Select Stop
5. Stops will be in order from the first stop on the route to the last stop.
6. Hit Go.

### **If you don't know your bus stop number or your route, you can look up your stop by Name.**

1. From the home page, select Realtime Schedules
2. Select Search By Stop
3. Instead of a bus stop number, type in the name of a street and hit Go.
4. Use the Select A Stop drop down box to find your stop
5. It is ok if you don't know whether it is called a road, a street or an avenue. When you type in the name, all choices using that name will come up.
6. Select your choice and hit Go.
7. Schedule for the next several buses serving that stop will appear.
8. If you want information on only a particular route that serves that stop, activate the Route drop down box and select your route.

## **Can I get Ride On Real Time to send me reminders?**

You can sign up for “Notify Me” to receive alerts at the same time every day to let you know when your bus is due to arrive.

From our web site [www.rideonrealtime.com](http://www.rideonrealtime.com) click on the “Notify Me” button.

First you will need to register. Put in your email address and a password.

When you set up your profile, you will specify where you want to get your alerts either an email address and/or a cell phone number.

From the Notifications page you can specify up to three notifications.

1. Put in your bus stop number (you can look it up by route or address if you don't already know it)
2. Select the route.
3. Select the day of the week (if you want to be notified everyday Monday – Friday, select weekday).
4. Select the time of the notification. It is a good idea to request a time at least five minutes prior to the time the bus is scheduled to arrive at your stop (to find the time your bus is due by your stop, click on the Route Schedules button from the main page).
5. Click on the “Notify?” box.
6. Scroll down until you see the “Save” button and click on it.

## **How accurate will the system be?**

Ride On Real Time has up-to-the-minute accuracy on where your bus is right now and how late it is currently running. But predicting exactly when your bus will arrive at your stop will be influenced by traffic delays, detours, construction, weather, and other factors that the bus encounters. Sometimes there are problems with tracking a bus and getting real time information. You will know that the time is a real prediction and not just scheduled time if it is in a countdown format such as “4 min” until arrival instead of “12:30 PM,” which we call the 12-hour format.

Please remember, even if your bus is running late, it is always a good idea to arrive early at your stop in case the bus makes up some lost time.

## **What does Inbound and Outbound mean?**

Inbound and Outbound refer to the direction of travel for each bus route. We are working on providing more meaningful information, but in the meantime, for more information, please refer to our [Route Destination Guide](#).

**The “Find By Address” feature doesn’t give me the stop I need. How do I find it?**

On the desktop browser, after you put in your address, you will be given a stop. Go ahead and select it. You will then see a map of the area and can select whichever stop you want. To do this, put the mouse over any other bus stop and click on it. An information bubble will appear which gives you the ability to select that stop and gives you its number.

**Do you have an app for that?**

Effective November 1, 2019, we are replacing our [iPhone](#) app and [Android](#) app with a web-based application at <https://RideOn.app>. It can be used on most mobile devices as well as computers.

**Are there fees for using Ride On Real Time?**

Ride On will not charge you in any way; however, your carrier or internet provider may charge extra fees. Check with them to make sure you won’t be charged for service that is not in your plan. Also, you will have to be sure you don’t go over the monthly limits in your contract.

**I see you have electronic signs at some locations. When will my bus stop get one?**

As funding permits, electronic signs are being installed by MCDOT as well as WMATA at our most highly used bus stop shelters.

**Will the system work on a holiday?**

Yes, the bus times provided will reflect the holiday schedule, whether Ride On is operating on a Saturday, Sunday or special modified holiday schedule. The system will not work on a day Ride On operates on an S Service Plan (Special Service Plan).

**I can take either Ride On or Metrobus from my bus stop. Will there ever be a way to get bus status from either NextBus or Ride On Real Time?**

Metrobus has switched from NextBus to OneBusAway. Our new Ride On Real Time web-based application also uses OneBusAway for data on Metrobuses.

**What does the message “No Service” mean?**

You are probably asking for the status of a route that isn’t scheduled to operate during that time.

**Are you tracking personal information about me?**

Ride On Real Time does not keep track of your personal information.