

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.

Get your bus status:

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

Effective November 1, 2019, the old URL www.rideonrealtime.com will be redirected to the new website, <https://RideOn.app>. This way **the old URL will still be valid** for all other website links to that page.

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

With our new website you have several options, you can enter your bus stop number or address or select "Find Stops Near Me". Click on "Find A Stop." Then click on one of the 3 options just mentioned. If using the bus stop number, then 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 creating a mobile device icon for 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. This deletes the old mobile app.

If after completing these steps, you don't see your location on the application, make sure your "Location Services" feature is turned on. On your phone, go to "Settings," then to "Privacy," then to "Location Services," and turn it on.

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).

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 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.

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

On the 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, select a bus stop and tap or 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. The old website, www.RideOnRealTime.com will be redirected to this new application site.

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 mobile device 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.