

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 GPS technology to track your bus and estimate when it will arrive at your stop.

There are several ways to get your bus status:

1. Web- You can use your desktop computer before you leave home or the office by going to www.rideonrealtime.com
2. or a web-enabled mobile device at www.rideonrealtime.com
3. Send a message to our email address for an instant reply bus@rideonrealtime.com (See more information on text messages)

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, 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. See instructions below for your mobile device.

Instructions for using the mobile version of www.rideonrealtime.com web page

Open your mobile device's web browser to www.rideonrealtime.com

If you already know your bus stop ID

1. From the home page, select Realtime Schedules
2. Select Search By Stop
3. Type in your 5-digit bus stop number in the box Stop Number or Name
4. Hit Go
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 information on my phone if I don't have internet access? What about text messages?

You can receive instant text messages with some phones, but not on all. Some phones without internet access can receive a text message by sending a message to our email system. Some phones do not have this capability but we are working on getting true text messaging soon. If your phone can send a text message to our email address and you would like to know when the next bus will arrive at your bus stop, you can:

1. Address your text message to bus@rideonrealtime.com
2. Type in the 5-digit bus stop number and send. If you want information about a specific bus route going by your stop, type the 5-digit bus stop number followed by a space, and then type the route number and send.

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 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 and other factors that the bus encounters in the intervening time. 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. However, when you send a text message requesting next arrival information your response will always be in the 12-hour format, because sometimes it takes a minute or two for the response to make it back to your phone.” 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?

Yes, we have an [i-Phone](#) app and an [Android](#) app. Also our data will be available for computer developers to create even more applications! For more information, go to www.rideonrealtime.net

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?

The existing locations with signs will not be part of the system right now. Electronic signs will be the bays at the Silver Spring Transit Center when it is complete. We also are reviewing other busy locations where electronic signs may be added in the future.

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.

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?

We are working with Metrobus to provide real time information for either system for our customers. We are hopeful we will have this information sometime in the not-to-distant future. In the meantime, our Ride On Real Time app has real time information for regional transit services.

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.