



Ride On News & Information

MCDOT

RRide On

MCDOT implemented its Highest Level of Service Changes on October 10

The Montgomery County Department of Transportation (MCDOT) had one of its largest service changes on Sunday, October 10, to increase overall service and improve efficiency. The 64 bus route changes reflect the continuing shift of resources toward schedule patterns prior to the COVID-19 health crisis. Additionally, extra trips were added to 25 higher ridership routes and service after midnight were reinstated for all routes that operated those hours prior to the COVID-19 health crisis.

Ridership data and on-time performance were monitored regularly to identify routes that could achieve more efficiency with schedule updates.

Here are the routes that were affected:

[Flash Blue Schedule](#), [Flash Orange Weekday Schedule](#)



[Schedule](#), [Flash Weekend/Holiday Schedule](#), [1](#), [2](#), [5](#), [6](#), [8](#), [9](#), [10](#), [11](#), [12](#), [14](#), [15](#), [16](#), [17](#), [18](#), [20](#), [23](#), [25](#), [26](#), [29](#), [30](#), [33](#), [34](#), [36](#), [37](#), [38](#), [39](#), [41](#), [42](#), [43](#), [45](#), [46](#), [47](#), [48](#), [49](#), [53](#), [54](#), [55](#), [56](#), [57](#), [58](#), [59](#), [60](#), [61](#), [63](#), [64](#), [65](#), [67](#), [70](#), [71](#), [73](#), [74](#), [75](#), [76](#), [78](#), [79](#), [81](#), [83](#), [90](#), [96](#), [97](#), [98](#), [100](#) and [101](#).

"Many of our residents rely on public transportation and it is important that we are continually evaluating service needs to ensure coverage," said County Marc Executive Elrich. "Our residents are still feeling the impacts of the COVID-19 epidemic, and I am pleased that my recommendation of extending free bus service until at least Jan. 1 was approved by Council last week. I encourage everyone to utilize our bus service as a safe, environmentally friendly and free way to get around the County."

Riders can get trip planning information and real time County bus information by downloading the free Ride On Real Time app on their mobile phone or visiting the website [here](#).

For the first time since the pandemic, printed schedules and timetables will be available and distributed, in addition to [electronic versions](#). The new timetables show a start date of Sept. 26, although the schedule changes will go into effect on Oct. 10.

"Adjusting our bus routes allows us to better meet the needs of our residents based on our usage rates," said MCDOT Director Chris Conklin. "We aim to reduce wait times and make sure we have the expansion of services in place to better service our communities as ridership returns. Ridership is up to about 60 percent of pre-pandemic numbers and we expect that to continue to rise."

Public Invited to a Virtual Public Hearing about Changes to Ride On Route 4

Tuesday, December 7, Montgomery County Department of Transportation will host a virtual public forum about proposed changes to [Route 4](#), starting at 6:30 p.m. and ending after the last speaker. These proposed changes would extend services on Route 4 to University Boulevard and Veirs Mill Road and terminate at the Wheaton Metrorail Station. The changes will also provide a direct connection from the Kensington MARC Station to Wheaton Urban District.



For additional information prior to the public forum regarding these proposed changes, please access the Ride On web site at www.rideonbus.com.

To join the meeting online, please click [here](#). Or call in (audio only) [+1 443-692-5768](tel:+14436925768), Phone Conference ID: 123 462 42#.

Individuals and representatives of organizations who would like to speak at the public forum are requested to furnish in writing by email, on or before **December 4, 2021**, their name, home address, telephone number, e-mail address and organization. After the Public Forum, comments may still be written, faxed, or e-mailed on the proposed service changes to the Division of Transit Services by 5:00 p.m. on **December 14, 2021**.

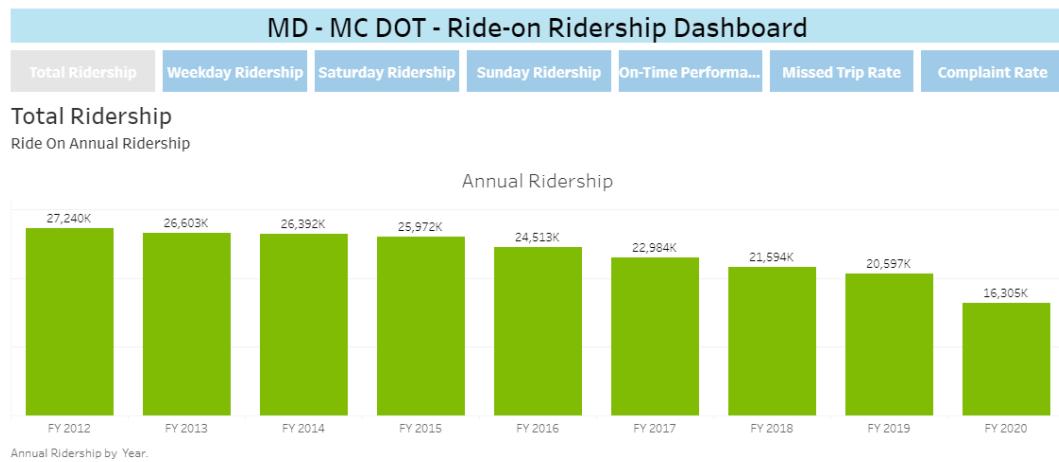
Please send all comments and information to:

Division of Transit Services
Ride On Public Forum
101 Monroe Street, 5th Floor
Rockville, Maryland 20850
(240) 777-5800 (phone)
(240) 777-5801 (fax)
Email: mcdot.rideonpublicforums@montgomerycountymd.gov

Sign language interpreter services will be provided only upon request, with notice as far in advance as possible but not less than 3 business days prior to the date of the forum. All comments will be considered before any changes are finalized.

MCDOT Now Publishing Ride On Performance Data on County Website

Ride On Performance Dashboard



Ride On performance data is now being published on the County Website. This is in response to recommendations made by the [Office of Legislative Oversight](#) (OLO) in a recent study - [OLO Report 2020-10](#): Ride On Bus Routes and Services, which asked the department to make Ride On reports and data publicly available on the County website. The newly developed performance dashboard includes ridership data such as total ridership, annual ridership as well as service quality related information such as missed trips rate and On Time Performance percentage.

The new performance dashboard is available now for public viewing on the Ride On website at: <https://www.montgomerycountymd.gov/dot-transit/dashboard/index.html>

Alternate Transportation Services Available During Metrorail Slowdown

Metrorail is operating with reduced service on all lines – a safety measure – due to its derailed 7000 series railcars which comprise of approximately 60 percent of its railcar fleet. Riders can expect to have service delays through at least through the end of November, as ongoing investigation continues.

During the period of excessive disruptions, the Montgomery County Department of Transportation wants transit users to know there are other options available in the County.

“With wait times of 15 to 20 minutes for Red Line trains and 30 to 40 for trains on all other lines, our residents need to be aware of their other public transportation options,” said County Executive Marc Elrich. “I am pleased that Metro is taking steps needed to ensure safety of all riders, but the next several weeks may be difficult for Metro rail commuters. I encourage Metro riders to continue to look at public transportation options instead of using their vehicles which is bad for traffic and our environment.”

In addition, the Shady Grove and Rockville Metrorail stations remain closed through mid-January for canopy reconstruction and repairs. Parking is free at both garages during the closures and free shuttle buses are continually running between the stations and the Twinbrook Metro station. The [Rockville Canopy Replacement Project](#) page has additional details on the renovation schedule.

Below are some alternative ways to travel in Montgomery County:

- Montgomery County has about 90 Capital Bikeshare stations that connect bike riders throughout the Washington metro area. The first 30 minutes of each trip are free. Two types of bikes are available: Red, classic peddle bikes and black, pedal assist, e-bikes. Riders can find their closest station via this [Bikeshare map](#).
- [Bird](#), [Lime](#) and [Spin](#) are scooter companies operating in Montgomery County. Their scooters are dockless and available by individual apps. In the District of Columbia, a new law requires scooters to be locked to bike racks or to a parking sign. In Maryland there is no such law, but riders are asked to be mindful of obstructing the right of way. Riders must be 18 or older and have a valid driver’s license. Scooters can be driven in bike lanes, shared roadways or roads with a speed limit under 50 mph. More information is available via this [video](#). View a map of the expanded scooter program [here](#).

- Ride On, extRa, Flex and Flash Buses are operated by MCDOT as part of a vast network throughout the County. Some buses run along portions of the Metro Red Line. Fares are currently free to riders. Riders can plan their trips via the [Ride On Real Time website](#).

Some helpful Ride On routes:

- Ride On operates limited stop (Route 101 extRa) service along MD355 during the morning and afternoon peak periods every 15 minutes. Buses serve Shady Grove, Rockville, Twinbrook, White Flint, Grosvenor and Medical Center
- Ride On Route 34 operates local bus service every 20 minutes during the morning and afternoon peak periods along MD355. It serves Medical Center, Bethesda, and Friendship Heights
- Ride On Route 46 operates local bus service every 15-20 minutes during the morning and afternoon peak periods along MD355. It serves Rockville, Twinbrook, White Flint, Grosvenor, and Medical Center

Metrobus also operates in Montgomery County. For more information, go to the [WMATA Trip Planner](#).

- There are three taxicab companies licensed in Montgomery County and they all charge the same rates. They are: [Action Taxi](#): 301-840-1000. [Anytime Taxi](#) 301-637-9292. [Regency/Barwood Taxi](#): 301-990-9000 or 301-984-1900.
- The [Marc Train Brunswick line](#) operates morning and evening trips serving Germantown, Metropolitan Grove, Gaithersburg, Washington Grove, Rockville, Kensington, Silver Spring, and Union Station.
- Rideshare. The mobile app [CarpoolNow](#) provides real time matching of drivers and passengers. Potential users need to sign up for the free MCDOT [Commuter Connections service first](#), then download the app.
- We encourage those who own a car to consider driving as a last option, otherwise expect more traffic congestion than usual. Montgomery County has 21,500 parking spaces available in 21 garages and 20 surface parking lots. A map of County parking facilities can be found [here](#). Garages are priced lower than street meters.

Federal Mask Mandate on Public Transportation Remains in Place

Although the County has lifted its mask mandate for most public indoor facilities, [Transportation Security Administration's](#) (TSA) requirement for face coverings on all public transportation is still in place, until at least January 18, 2022.

The regulation covers Ride On buses, [Ride On extRa](#), [Flex](#), [Flash](#), [Metrobus](#), [Metrorail](#), [Taxis](#) and on-demand car services. All passengers are required to wear face coverings and must continue wearing the covering for the entire time of their trip. All MCDOT buses have a supply of face coverings for those who cannot provide their own. The health and safety of our employees, riders, and community will always be the top priority for Ride On as we continue to stay current with changes to these commitments as guidance regarding the pandemic continues to evolve.



Ride On services remain free to all passengers through January 1, 2022 — a temporary change made during the health crisis. Buses will continue to be cleaned by the County's Department of General Services twice daily with hospital-grade disinfectant. Bus filter and ventilation systems also are treated each night with an anti-viral disinfectant.

For more information about our safety commitments, please visit rideonbus.com.

Winter Public Transportation Rider Tips

The Fall is here, and Winter weather is right around the corner. Taking public transportation is a great alternative to avoid the hassle of driving in poor weather conditions. Our valued customers can count on [Ride On](#) being safe and reliable, getting you to your destination while you stay warm and relaxed in our buses.

The safety of our customers continues to be our top priority. Here are seven (7) safety tips we recommend you take while riding with us during the Winter weather:

- Plan for extra time in your commute.**
Winter weather conditions such as snow and ice may cause delays to the bus schedule.

Planning extra time may ensure that even with the delays, you can get to your destination on time.



- Dress accordingly.** Be prepared to wait extra time for the bus to arrive. As a result, what you wear is crucial to staying warm while waiting on the bus or walking to your destination.
- Consider getting a virtual SmarTrip Card:** Our hands tend to suffer the most during the Winter weather because they are usually exposed due to activity. With a virtual SmarTrip card, you can simply use your phone to pay for fares (when we return to fare collection again) while still wearing your gloves. It also saves you time looking for the physical card while staying contactless during this time.
 - Virtual SmarTrip card is available for iOS and Android.
- Be Visible.** It gets dark early so be sure to make yourself visible to an approaching bus. Hold a flashlight or use your cell phone's light so that the bus operator can see you at the stop. If possible, wear reflective apparel or safety items (bands, pins) for more visibility on your coat or clothing.
- Stand clear from the curb.** Standing close to the curb is dangerous especially during inclement weather. Buses may slide on snow as they approach the curb. Be sure to stand clear from the curb until the bus comes to a complete stop and is ready for boarding. NEVER stand in the street.
- Be careful when boarding and stepping off the bus.** Wait for the bus to come to a complete stop before trying to board. Bus steps can become slippery from snow. Try to



clean the snow off your shoes before boarding. Be sure to always use the handrails while getting on or off the bus and take your time.

- **Use our Trip Planning App.** Use [Rideon.app](#) for real bus time information, trip planning as well as viewing delays and arrival times of the bus

Glenstone Museum and Ride On Route 301 Partnership

[Glenstone Museum](#) in partnership with the Montgomery County Department of Transportation guarantees entry to passengers who take the Ride On [Route 301](#) to the museum without advance registration – a perk for riding the bus since all other visitors must arrive with a registration confirmation for a specified time slot.

The partnership which originally started in January 2019 had to be paused for an elongated period due to the COVID-19 Pandemic. However, the museum resumed its program with MCDOT on August 5, with the Route 301 bringing riders to Glenstone seven (7) times each weekday and six (6) times on the weekend.

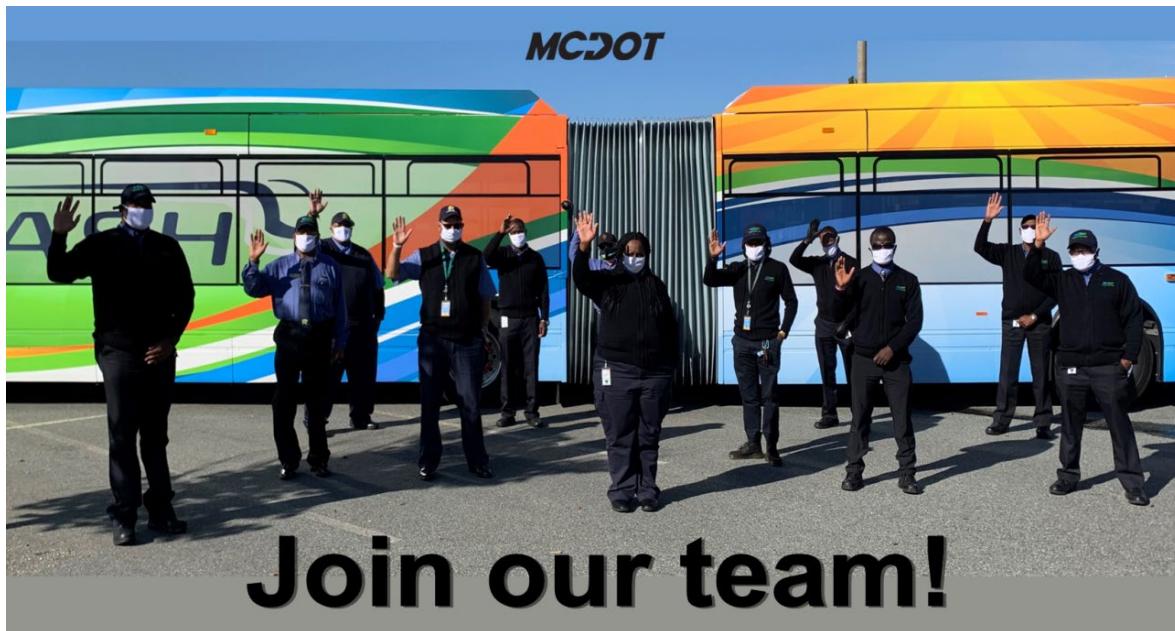
Glenstone, a museum of modern and contemporary art, is located in Potomac, MD, less than 15 miles from the heart of Washington, DC. The museum was established by the not-for-profit Glenstone Foundation in 2006 and is open to the public Thursdays through Sundays from 10 a.m. to 5 p.m.

All visitors must be at least 12 years or older and all minors (ages 12 – 17) must be always accompanied by an adult due to the fragile nature of the works on view.

Learn more about Glenstone museum at www.glenstone.org.



Montgomery County Department of Transportation is Hiring Ride On Bus Operators



The Montgomery County Department of Transportation (MCDOT) has immediate openings for full-time and part-time Ride On bus operators. The positions offer applicants 21-and-over paid CDL license training, a competitive benefits package and a fun, supportive atmosphere, with ongoing professional development opportunities.

Transportation is one of the County's most important resources. MCDOT's Ride On bus service achieves an essential mission of the County by connecting people, communities, workplaces, educational institutions and many other essential destinations. MCDOT owns and operates nearly 400 buses.

"I'm a social person, so I really enjoy meeting new people and personalities every day," said Ride On operator Yader Mendez-Sotelo. "I've never seen a company that pushes people forward like MCDOT does. My chief started out as a Ride On driver, so you know there is room here for advancement. Drivers work together and help each other, and management works with you."

Supporting residents and visitors with transit options and infrastructure, MCDOT is a large organization with about 1,300 employees.

Learn more about being a Ride On operator, about MCDOT and how to apply for a position at bit.ly/3BVV70M.

For information on MCDOT's programs and for transportation updates, visit montgomerycountymd.gov/dot, follow MCDOTNow on Twitter, and subscribe to MCDOT's 'Go Montgomery!' newsletter.

El Departamento de Transporte del Condado de Montgomery está contratando operadores de autobuses Ride On

El Departamento de Transporte del Condado de Montgomery (MCDOT, por sus siglas en inglés) tiene vacantes inmediatas para contratar conductores/choferes de autobuses Ride On a tiempo completo y a tiempo parcial. Los puestos ofrecen a los solicitantes de 21 años o más capacitación pagada para obtener la licencia CDL, un paquete de beneficios competitivo y un ambiente divertido y de apoyo, y con oportunidades de desarrollo profesional continuo.

El transporte es uno de los recursos más importantes del condado. El servicio de autobús Ride On de MCDOT logra una misión esencial del condado al conectar personas, comunidades, lugares de trabajo, instituciones educativas y muchos otros destinos esenciales. MCDOT posee y opera casi 400 autobuses.

"Soy una persona sociable, por lo que realmente disfruto conocer gente y personalidades nuevas todos los días", dijo Yader Méndez-Sotelo, el Conductor de Ride. "Nunca he visto una empresa que impulse a las personas hacia adelante como lo hace MCDOT. Mi jefe comenzó como conductor de Ride On, por lo que sabe que aquí hay espacio para avanzar. Los conductores trabajan juntos y se ayudan entre sí, y la gerencia trabaja con usted".

MCDOT es una organización grande con alrededor de 1.300 empleados apoyando a los residentes y visitantes con opciones de tránsito e infraestructura,

Obtenga más información sobre cómo ser un operador/chofer de Ride On, sobre MCDOT y cómo solicitar un puesto en bit.ly/3BVV70M.

Ride On Bus Operator Interview

Bus Operator: Lawrence Odetei, joined in 2013



What do you like most about your job?

Getting riders to their various destinations safely and on-time.

Three words to describe you.

Friendly, Gentle and Generous

If you could change one thing about working here, what would it be?

Free ride for everyone.

Where do you see yourself in the next ten years?

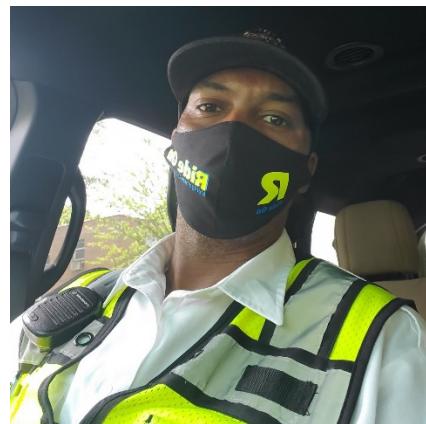
In a supervisory position.

What is your customer service mantra?

Serve everyone with the same respect you would have wished to be served with.

Name a safety habit you found to be useful?

Ride On Road Coordinator Interview – Tim Cooper



How long have you been with Ride On?

I just had an anniversary two days ago, so 7 years.

How long have you been a Road Coordinator?

I have been a road coordinator for 3 years, but I was a bus operator for 4 years.

What made you interested in this role?

Advancement opportunities. My goal is to be a depot chief one day. To be a depot chief, you need to know the whole system. My next role would be a supervisor.

Please describe the day-to-day activities pertaining to your work.

A road coordinator is the person in charge of maintaining the day-to-day operations of the bus operators. We monitor the buses on the road. As one of the 35 road coordinators across our three depots, we are a direct support to ensure productivity for all of the bus operators. We make sure the buses are on time and help the citizens with any questions they have. A big component to our job is accident reporting. I work on 2 accident reports per week.

What are some of the challenges you face in your position and how do you overcome them?

Some of the challenges I have faced are unruly passengers. When there is an uncooperative passenger on the bus, the bus operator will give us a call. We do not know what to expect when we get a call. We are there to diffuse the situations. We do not have guns or any weapon. I call us the “great negotiators” because that is pretty much what we do. We try to negotiate the situation to calm it down. I overcome this by staying calm and not feeding into the drama. I don’t take it personally because I do have tough skin. The main thing is maintaining your composure but also knowing when to call the authorities when the situation is out of your hands.

How do people identify you?

Our shirts are white. We have radios. A lot of us have safety vests on and flashlights.

What do you enjoy the most about your job?

Helping the citizens. It is one of the best things we do. We are there to serve the citizens as well as our operators. We get the best of both worlds.

What advice would you give to new road coordinators and others interested in becoming one?

Absolutely follow your dreams. If moving up the ladder is what you want to do, then do so. Looking back now, I realized my job is more fun than I originally imagined. I have a great time out there because I definitely enjoy my job.

What do you like about working for MCDOT?

MCDOT gives opportunities. I remember I was a leaf collector when I was 18. I did that during the fall seasons. I also like the fact that Ride On gives people second chances. The benefits are great too.

Name a safety habit you found to be useful.

The Smith System is what we’re taught for safety. If more citizens would use it, there would be less accidents. I know we use it at work, but it is a practice I use personally too because it is helpful. [The Smith System involves 5 rules to keep commercial drivers safe while on the road.]

If you could improve one thing about your job, what would it be?

Right now, we have yellow lights, but we are fighting to get the red blinking lights on our County vehicles which is more impactful. I understand that the police have blue and red lights

so we cannot get those, but the red lights would be great. People would respect it more than the yellow. By law, yellow means slow down but red means stop.

Of Note

Free COVID Taxi Service: MCDOT is providing FREE Taxi service to COVID-19 vaccination and testing sites for residents 65+ and residents with disabilities. To schedule a trip, call Connect-A-Ride at 301-738-3252 to get your free taxi code. Then call one of the following taxi services: Action Taxi 301 840-1000, Anytime Taxi: 301-637-9292 or Regency Taxi 301-990-9000 to schedule your trip.

Montgomery County's Corridor Advisory Committee (CAC) Virtual Public Forum: CAC held a virtual public forum on Wednesday, Nov 10 to provide an update and seek feedback on the future Veirs Mill Road Bus Rapid Transit (BRT)/Flash Bus Project. Learn more and view all the information about this project here: <http://ow.ly/KFc250GKx0n>

Ride On Reimagined Study Comments Period Ended November 1: Thank you to those who provided over 180 feedback and responses we received about the project. Click [here](#) to view the project scope.

Fare holiday extension: Fares are still free on all Ride On, Ride On Extra, Flex and Flash buses at least through January 2, 2022 – a temporary change made during the health crisis.

For the most up-to-date service information, riders should follow [@RideOnMCT](#) on Twitter, [@RideOnMCT](#) on Facebook, [YouTube](#) and [Instagram](#). In addition, information is available at www.rideonbus.com, by [subscribing](#) to receive email alerts or text MONTGOMERY RIDEON to 468311.

For other Montgomery County transportation information, follow [@MCDOTNow](#) on Twitter, and [subscribe](#) to MCDOT's Go Montgomery! biweekly newsletter.



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Montgomery County Transit