

Ride On User Guide



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Montgomery County
Department of Transportation

Call MC311 at:
240-777-0311 • 311

101 Monroe St • 5th Floor
Rockville, Maryland 20850



RideOnBus.com



@RideOnMCT



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Reply HELP for help or contact support@granicus.com, reply
STOP to cancel. Visit Montgomery County's [Wireless Terms and
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MCDOT

Ride On
Montgomery County Transit

Fares

Description

Fee

All MCDOT buses including Ride On, Ride On
extRa, Flex, and Flash.

FREE

While all Ride On buses are free, effective February 1, 2026, everyone MUST have a SmarTrip, Youth Cruiser SmarTrip card, Senior SmarTrip, Reduced Fare SmarTrip or Metro Access SmarTrip card and TAP the farebox for free rides on Metrobuses within the County. No fare deduction occurs if riders have value on their SmarTrip® cards. The County reimburses WMATA for the rides, therefore an accurate count is required by tapping the farebox. Flashing any of these cards is no longer accepted; boarding will be denied. Metrobus operators will enforce fare payment.



Revised September 2025

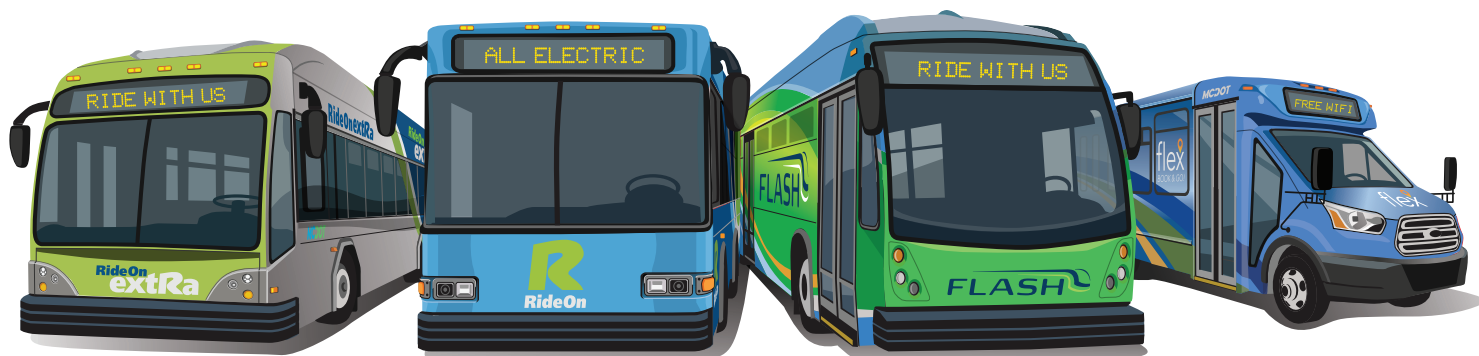
Ride On is Montgomery County's primary public transit service offering convenient, safe, and zero-fare public transportation across the county, including weekends and holidays. The Division of Transit Services plans, schedules and manages the County's Ride On bus system consisting of over 385 County owned and operated buses and providing over 18 million trips per year. The Ride On system is designed to complement the service provided by the other public transit providers in the County. With over 80 routes, Ride On serves key destinations such as Metro stations, shopping centers, schools, businesses, healthcare, and more. Ride On also offers easy-to-use, real time bus tracking applications, the Ride On Trip Planner (mobile and desktop versions) and Ride On Real Time website-based version. The Ride On Trip Planner mobile version is available in the Google Play and Apple app stores.

Ride On extRa is our popular limited-stop service providing faster travel along the routes it serves. The service operates with fewer stops than regular Ride On service, cutting down travel time during peak hours. Ride On extRa buses offer free WiFi and USB charging ports on board for an added convenience. Ride On extRa Route 101 offers 13 stops versus 80 along MD 355 from Lakeforest Transit Center to the Medical Center Metro Station. Route 101 runs every 20 minutes during peak periods, Monday through Friday. Additionally, Lime and Pink extRa Routes, which launched in September 2024 as part of the Great Seneca Transit Network, run between the Shady Grove Metro Station, the Great Seneca Life Sciences Center and the Universities at Shady Grove. The Lime and Pink Routes overlap with Ride On Routes 43, 63, and 66, running every 15 minutes during weekday peak hours and every 30 minutes on the weekends. Look for additional extRa routes on other major county corridors in the future.

Ride On Flex is the first on-demand public transit service operating in select zones in Glenmont/Wheaton and Rockville. The service allows riders to request a pickup using the Ride On Flex app and be dropped off within the Flex zone, connecting passengers to transit hubs, commercial centers, public services and their homes. Ride On Flex has no fixed stops or fixed schedules – it comes when you book a same-day ride during regular service hours, offering a flexible alternative to traditional bus routes at no cost under Ride On's zero fares policy. Flex buses feature wheelchair accessibility and free WiFi. Download the Ride On Flex mobile app to ride in the Glenmont/Wheaton and Rockville zones, or book a ride by calling 240-301-3842, Monday to Friday from 6 a.m. to 7 p.m. More Flex zones are planned in the future as part of the Ride On Reimagined Study.

Ride On Flash is the county's Bus Rapid Transit (BRT) service designed to provide faster and more frequent travel along the Route 29 corridor between Silver Spring and Burtonsville. Flash buses feature unique boarding with multiple entry points and level boarding for ease of access, as well as no fares due to Ride On's zero fares policy. With dedicated bus lanes, transit signal priority, WiFi and bike racks, the Ride On Flash is designed for speed and efficiency. Additional FLASH service is planned for other major corridors in the future.

Ride With Us Today!!
RideOnBus.com



Welcome Aboard

The Division of Transit Services accomplishes an essential mobility mission of Montgomery County by connecting people, communities, workplaces, educational institutions, recreational opportunities and many other essential destinations. Transit enhances the efficiency of Montgomery County's infrastructure by reducing the number of vehicles on the roads, particularly during peak rush periods. Moreover, transit plays a key role in the viability of the local economy and in the livability of our neighborhoods.



Riding the Bus

For your comfort and safety:

- Move to the rear of the bus so others may board quickly.
- Allow seniors and disabled persons to occupy priority seating.
- Please do not occupy more than one seating space when others need seating.
- Please keep strollers clear of aisles and doorways.
- Refrain from smoking, eating, drinking, or spitting.
- Use headphones at low volume when playing audio devices.
- Stay behind the safety line on the bus when you are standing (Federal Law).
- Allow the operator to drive the bus safely by not speaking with the operator while the bus is moving.
- As a courtesy, exit from the rear and hold the rear door open for the person behind you when exiting.

Accessibility

All buses are accessible. In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Ride On will make every effort, to the maximum extent feasible, to ensure that a person with disability has access to, and benefits from, its services.



Trip Planning Resources

These tools make it easy to plan your trip while at home, work, or on the go. Please note that these tools are constantly being improved.

- Ride On Trip Planner – tinyurl.com/rotripplanner
- Ride On Real Time – RideOnRealTime.com
- Google Maps – www.google.com/maps/
- Metro's Trip Planner – www.wmata.com
- You may prefer to contact the MC311 Information Center for trip planning assistance by dialing 311 within Montgomery County or 240-777-0311 from outside the County.

Please note that when snow, storms or other special circumstances occur that affect Ride On's ability to follow normal weekday schedules, bus service may operate under the 'S' Service Plan (available in English and Spanish).

System Map

Please visit www.RideOnBus.com – "Trip Planning" page to view Ride On's electronic version of the system map. For a list of Ride On Routes/Schedules please visit "Ride On Schedules" page at www.RideOnBus.com.

SmarTrip® Card

Effective June 29, 2025, Ride On implemented a zero fares policy and SmarTrip cards are no longer used on Ride On buses.

SmarTrip® – the way to pay for Metro and regional transit providers in the Washington, DC area. SmarTrip® makes travel on transit in the region seamless and saves you money. With SmarTrip®, travelers can pay for Metrorail, Metrobus and parking at Metro stations.

- **Plastic cards** – tap your SmarTrip card to the circular targets on a rail fare gate, bus fare box, or Metro-owned parking garage target. For information visit <https://www.wmata.com/fares/smartrip/faq.cfm>
- **Mobile Pay** – hold your mobile device above the reader at a rail fare gate, bus fare box, or Metro-owned parking garage target. For information visit www.wmata.com/fares/mobilepay/
- **Metro users must tap their SmarTrip® card on the farebox when boarding a bus.** Flashing a SmarTrip® card when boarding a bus will no longer be allowed and proper usage of a SmarTrip® card will be enforced as of February 2026.

SmarTrip® Card (continued)

Points to Remember:

- SmarTrip® card is rechargeable and can hold up to \$300.
- Add selected bus and rail passes to your SmarTrip® card online. The card can hold up to two passes at once.
- For customer service, call 1-888-SMARTRIP (762-7874) or email smartrip@wmata.com. Cards must be registered for customer service assistance.
- Customers can check balances and add money to the card on Metrobuses as well as at Metro stations.
- Recover the balance of your money if your SmarTrip® is lost or stolen. NOTE: card must be registered ahead of time to take advantage of this.

Adding value to your card:

- Use a Farecard or Pass machine in a Metrorail station, a Metrobus farebox, or at a participating retail outlet (find locations at wmata.com).
- Touch your card to the target and follow the prompts.
- Insert money or a farecard (with a value of \$20 or less). You may also use a Visa, MasterCard, Discover, American Express, or ATM card (each transaction must be done separately).
- Press the plus (+) or minus (-) button until the amount displayed is the new value you want your card to have. If adding value with a farecard, the added value cannot be less than the trade-in value of the farecard.
- Touch your card to the target a final time. This updates the card and shows the new balance. You can also add a 1-Day or 7-Day Metrorail pass at the Farecards and Pass machines.



Paying your fare with your SmarTrip® Card:

- Touch your card to the target on the top of a Metrorail faregate and a bus farebox, and the top of a Metrorail station parking entrance/exit machine.
- The correct fare is automatically deducted from SmartBenefits, stored value or the ride is verified for a pass product transaction.
- A minimum fare of \$2.25 for off-peak and peak is required for entry into the Metrorail system.

NOTE: Manage your account online at smartrip.com.

Transfers

- There are no longer any discounts for transfers from Ride On to Metrobus or Metrorail.
- Transfers from Metrobus or Metrorail to Ride On will be free due to Ride On's zero fares policy, effective June 29, 2025.
- Fares are required for Metrobus and Metrorail.
- Riders must use a SmarTrip® card to get free, unlimited transfers from Metrobus-to-Metrobus within a 2-hour period.
- Riders must use a SmarTrip® card to receive a \$2.25 discount when transferring from Metrobus to Metrorail or from Metrorail to Metrobus within a 2-hour period.
- Riders must use a SmarTrip® card to receive a \$2.25 discount when transferring to or from express Metro routes.

Title VI

Montgomery County assures that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Act of 1987, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more information, please visit <http://www.montgomerycountymd.gov/DOT-Transit/titlevi.html>.

Questions, Comments, Compliments & Complaints

To make a MCDOT service request, compliment or complaint, call 311. When dialing outside of the county, call 240-777-0311 or submit via MC311's website at www.montgomerycountymd.gov/mc311. Please provide the route number, day, time, location, and destination of the bus.

If you need an American with Disabilities (ADA) reasonable accommodation to access Ride On bus service, contact MC311 by voice at 240-777-0311, TTY 711, or by email RideOn.CustomerService@montgomerycountymd.gov.