Ride On User Guide

Montgomery County Transit: Over 80 bus routes, one purpose – serving the community.

Connecting you to the region.

MCDOT RideOnBus.com

Transit Services
Montgomery County Department of Transportation
· 240-777-0311·
101 Monroe St · 5th Floor
Rockville, Maryland 20850

Website: www.RideOnBus.com
Track Your Bus at: www.RideOnRealTime.com
Subscribe to Email Alerts:
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MCDOT
Montgomery County
Department of Transportation

WELCOME ABOARD

About The Division of Transit Services

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. To the extent that transit reduces the number of vehicles on the roads in Montgomery County, especially during the rush periods, transit increases the efficiency of the infrastructure. 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:
➢ Have your fare ready when boarding the bus and understand how to insert the fare correctly.
➢ 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 seat 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 a disability has access to, and benefits from, its services.

FARES
subject to change

Description	FEE
Regular Fare, Token, or SmarTrip®	$1.00
Seniors age 65 years or older ride free on all Routes with the Senior SmarTrip card, valid Metro Senior ID Card <u>or</u> with valid Medicare Card and Photo ID	FREE
Person with disability with a Metro Disabled Identification Card rides free on all Routes Attendant rides free on all Routes	FREE
MetroAccess Certified Customer with ID *MetroAccess – Companion*	FREE
Kids Ride Free on all Routes with Youth Cruiser SmarTrip Card	FREE
MTA & MARC Weekly and Monthly Bus and Rail Passes & Transit Link Cards (TLC)	FREE
Children under age 5	FREE
Ride On to Ride On Bus Transfer with SmarTrip® Ride On to Metrobus Transfer with SmarTrip® Metrobus to Ride On Bus Transfer	FREE $1.00 FREE
Metrorail-to-Ride On Bus Transfer	$1.00
Express Fare - Route 70 SmarTrip® or Cash • Express Fare - Transferring to Route 70 from Metrorail with SmarTrip® • Express Fare - Boarding Route 70 with 7-Day Regional Bus Pass	$1.00
Ride On Monthly Pass	$22.50
VanGo Shuttle -Route 28 - Downtown Silver Spring	FREE

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 and may not always provide the best solution for your trip.

➢ Google Maps - https://www.google.com/maps/
➢ Metro's Trip Planner - **https://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, 'S' Service Plan - (Spanish version).

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

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, Ride On 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 https://www.wmata.com/fares/mobilepay/

NOTE: Manage your account online at smartrip.com.

SmarTrip® Card (cont'd)

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 buses 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 bus farebox**, or at a participating retail outlet (find locations at wmata.com).

Adding value using a Farecard or Pass machine:
➢ 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, JCB 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 machine.

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 $2.00 for off-peak and $2.25 for peak (FREE for senior/disabled) is required for entry into the Metrorail system.

TRANSFERS

➢ Ride On no longer issues or accepts paper transfers.
➢ You must use a SmarTrip® card to get free transfers from bus-to-bus, including Metrobus or Ride On.
➢ The time limit for transferring between buses is 2 hours.
➢ SmarTrip® users receive a $1.00 discount on their rail fare when transferring from Ride On to Metrorail.
➢ SmarTrip® users do not receive a discount transferring from Metrorail trains to Ride On. This means that the bus fare for SmarTrip users will be $1.00 after riding the train.

Using a SmarTrip® card has many benefits:
• Saves you $1.00 roundtrip when you use bus and Metrorail.

Express Route 70:
o Express Fare - Route 70 - SmarTrip® or Cash = $1.00.
o Riders with SmarTrip® will get a $1.00 discount going to Metrorail.

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 http://www.montgomerycountymd.gov/mc311/

Please provide the route number, day, time, location, and destination of the bus.

*** Information Subject to Change ***