

January 2022 Status Update of RideRTS App

The app launched 5 months ago after three years of collaboration with the University of Florida. RTS has worked closely with app users, transit operators and the vendor to monitor feedback and make changes to the app to address concerns regarding the user interface and back of house system functionality.

- Currently there are 24,332 users of the app
- Complaints average 1-2 per week and are responded to by customer service staff
- Identified issues from early December to be resolved by Mid-February

The specific requested changes:

Issue	Status	Date
Stops-Near-Me Option		
Add find stops option near me-on real time map	In progress	Mid-February
Plot the routes for the stops near me on the map	In progress	Mid-February
Keyboard covers the App	In progress	Early February
Detour Trace shows at dotted line depending on zoom level	Completed	
Display jumps north when selecting vehicle on map	Completed	

The changes RTS asked for resulted in an entire platform change which impacts all other agencies utilizing this app. The vendor determined the changes would benefit other agencies using the app and will be implementing the changes after going live with RTS first. Additionally, digital signage will be installed at the two transfer stations in the near term to provide real time information to passengers regarding when their bus will be departing the station using the same platform as the app to run the software.