

Frequently Asked Questions

DART FIRST STATE REAL TIME



DART Real Time Bus Information: Frequently Asked Questions

- Q: How do I track a bus?
 - A: Click the DART icon from the main screen, select a stop, and click on an estimated arrival time (blue link). You can locate stops near you by clicking the location button within the app.
- Q: I am tracking a bus and it does not appear to be moving. Why?
 - A: The bus may not be moving because it is serving another stop, at a red light, or experiencing a traffic delay. We also occasionally experience temporary delays in signal processing from GPS to internal systems. If you continue to watch the icon, you will see the bus move.
- Q: If a bus shows as arriving early, do I need to get to the stop sooner to avoid missing it?
 - Arriving a few minutes early is recommended; however, drivers are instructed to maintain the schedule.

DART Real Time Bus Info: FAQs

- ◉ Q: Sometimes a bus appears to be off its route. Why?
 - A: Several possibilities exist; for example, the bus could be on a detour. We are also working to correct a data issue on certain routes. Check rider alerts in the “Contacts” tab of the stop for more information on detours and changes in routes.
- ◉ Q: If I see a calendar/clock icon for estimated arrival time, what does it mean?
 - A: Estimated arrival times are based on the distance from your stop to the current location of the bus. If a trip on the route is too far out into the future, estimated data may not yet be available. Also, periodically refreshing your screen to see the latest updated time is recommended.
- ◉ Q: How often should I use the refresh button?
 - A: It is useful to refresh every couple of minutes to ensure your device has the latest estimated arrival update. You can accomplish this with the refresh button, or by closing out of the stop, and re-entering it.

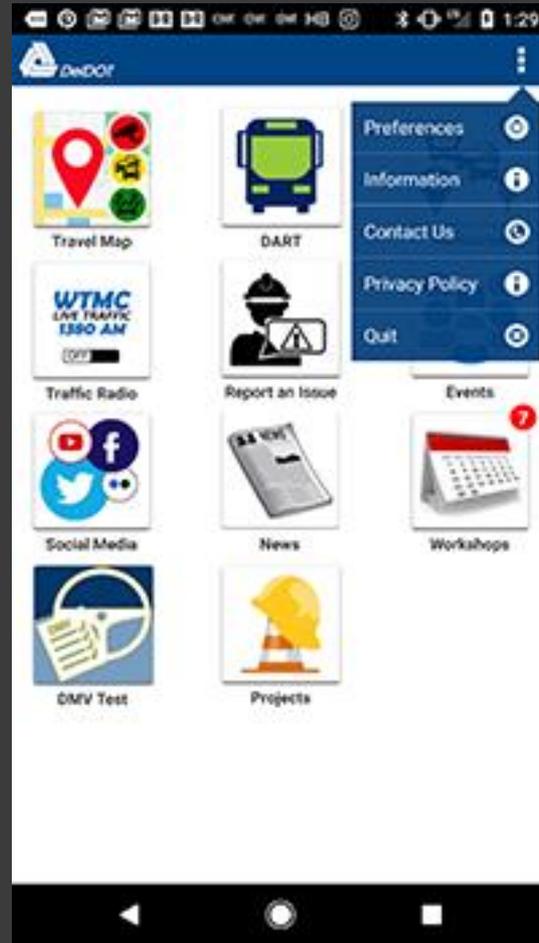
DART Real Time Bus Info: FAQs

- Q: I am tracking the bus and the bus icon disappeared. Why?
 - A: There may be various reasons for this; for example, the bus may have entered an area of low cellular service, or your device could have lost its connection. Real time information is dependent on a wide variety of factors including telecommunications, internal processing, road conditions, and other operational elements.
- Q: How are the route numbers ordered for the next scheduled arrival times?
 - A: The routes are displayed in numerical order; for example 2, 6, and 10 would be displayed in order when scrolling down to see next scheduled arrival times for each.
- Why are some estimated times clickable (in blue) whereas others are not?
 - A: If the bus is currently on a trip for the route it serves, you will be able to click the estimated time and track it. Non-clickable times in this column are showing the estimated arrival for subsequent trips for which the bus is not yet on.

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- ◉ Q: How do I contact DeIDOT/DART with feedback about the app?
 - A: If you have feedback about improvements to the mobile application, please visit the Contact Us menu option seen on the screenshots that follow, or email DOT_MobileApps@state.de.us. Report bus service inquiries and comments at www.dartfirststate.com/feedback

Contact Us for Feedback



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