Troubleshooting Tips

1. Information on display is incomplete: Refresh your browser, start private browsing session or try another browser.

2. Arrival times are incorrect: We are in a testing phase and are taking note of all incidents where this happens to optimize our service and present the most accurate information. Thank you for providing us with the feedback via phone (954-357-8400) or email (cservice@broward.org) - we will share accordingly.

3. Why is MyRide not officially launched? We want to take note of any functional issues with the tool so we can improve them before rolling out to the entire county, but we do want our customers to start using it and sharing with us their experience so we can test it live.

4. I can’t find my Route: If you can’t find it by typing BCT and the route number (i.e. for route 22 type BCT22), click on the orange drop and see a list of all routes.

Help Us Improve MyRide

Customer Service Assistance or Feedback: 954.357.8400

Comments/Questions email: cservice@broward.org

This publication can be made available in large print, tape cassette, or Braille, by request.
What is MyRide Real Time?

MyRide Broward is a planning system that lets you know when the next three buses will arrive at your location (your bus stop). Global Positioning Satellite (GPS) technology is used to locate buses to provide estimated times of arrival. This information is available on Broward County Transit’s Real Time website at MyRide.Broward.org.

Start Here:

To find Real Time bus arrival information use your internet browser and visit MyRide.Broward.org

Hint: The displayed information may vary in each browser. Clean cache or browse on private mode if information does not display correctly.

Type your route or destination on the search bar, or click on the orange drop with a bus to see all routes.
**Add Details:**

Once you find your route or destination, select **direction** and click **show on map** to see next bus arrival times.

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**BCT10 North** is the selected route, now click on **show on map** to see next arrival information.
View Next Three Arrival Times:

**Black** text indicates schedule time, **red** indicates bus running late, **green** bus may be running early and no updates indicates that bus is on schedule. If more than 4 routes show, use scroll to view more buses.
Plan a Trip:
Click on “Plan a Trip” with Google link. Once in Google, type in your location and destination.