

Jule MyRide

Frequently Asked Questions



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Don't see what you need here? Call The Jule at 563-589-4196 for personal assistance.

HOW DO I GET TO THE MYRIDE WEBSITE?

To access the MyRide site and all of its functions, visit <http://myride.cityofdubuque.org/>.

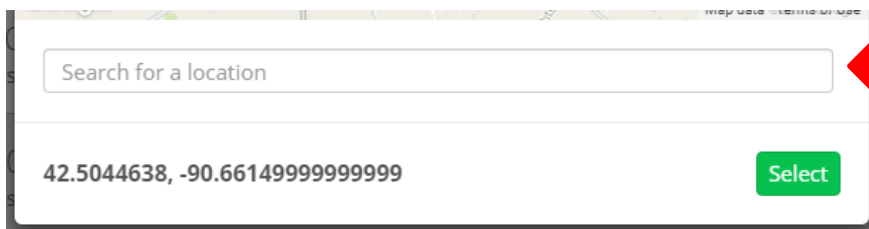
HOW DO I USE THE "BUS TIMES" FUNCTION?

To use the Bus Times feature, navigate to myride.cityofdubuque.org and follow these steps:


1. Click the green location button in the "Closest Routes" window. This button is circled in red below:



2. A map will pop up and prompt you to select a location. In the text box, enter the address of your current location or the address you want to find nearby bus stops for. When the correct address is entered, click the green "Select" button.



3. You will now see a list of bus stops within walking distance of the location you entered. In the example below, 1450 Alta Vista Street (Loras College) was the address entered and MyRide shows us that there are 5 routes with stops nearby.



The screenshot shows a list of bus routes under the heading "CLOSEST ROUTES". The search bar contains "Near 1450 Alta Vista Street". The list includes:

Route Number	Route Name	Distance	Stop Name	Stop ID	Time
19	W. LOCUST/CENTRAL/LORAS (CCW)	0.1 mi	Loras College at Loras Pkwy	(ID: 3033)	
7	HILL/MERCY/LORAS (CCW)	0.2 mi	Loras Blvd and Alta Vista St	(ID: 3028)	46 min
18	LORAS/LOWER MAIN/CLARKE/UD (CCW)	0.2 mi	Loras Blvd and Prairie St	(ID: 3030)	
15	SENIOR/W LOCUST/LORAS (CCW)	0.3 mi	Loras Blvd and Glen Oak St	(ID: 3041)	
8	CLARKE/SENIOR/W LOCUST (CCW)	0.3 mi	Locust St and Kirkwood St	(ID: 3008)	20 min

Annotations:

- The route number indicates which route will pick up at the bus stop.
- The street location of the bus stop is listed here.
- This is the Stop Number. Use this for text departure time alerts.
- You can see Route 7 will be at the Loras & Alta Vista stop in 46 minutes. What other routes have upcoming pickup times? Click on any route to view the entire schedule for the whole day.
- Your distance from the bus stop is listed below the route.

HOW DO I USE THE “MAP” FUNCTION?

To use the Map feature, navigate to myride.cityofdubuque.org/RouteMap/Index and follow these steps:

1. The “Routes” window on the right side of your screen shows a list of all Jule Fixed Daytime, Nightrider, Shuttle, and Trolley routes.
2. Click on one or more routes to view them on the map.
3. The map will show the route and a bus icon will appear on the route to indicate the real-time location of the bus currently on that route. The white arrows along the route show the direction the bus will travel.
4. White dots along the route signify bus stops. Click on a bus stop to view the street location of the stop and the next departure time from that stop.

Tip: Click the star next to the name of a route in the Routes window to save that route as a favorite.

Tip: Not good with street names? If you are best at identifying places by landmarks, you can view the map at street view. Drag the orange person icon in the upper left-hand corner to a bus stop and you will be zoomed into a street view of where that stop is located.

The arrows show the direction the route is traveled

The white dots indicate bus stops along the route. Click them to view stop times.

Click the star to save a route to your Favorites

The bus icon will move along the route to show the current location of the bus

Route Number	Route Name	Star Icon
1	EXPRESS NONSTOP	
2	JACKSON/BROADWAY/CENTRAL	★
3	HILL/MERCY/S. LOCUST	★
4	RHOMBERG/KERPER CCW ⇌ CW	★
5	JACKSON/TERRACE HEIGHTS/CENTRAL	
6	WINDSOR/JACKSON	
7	HILL/MERCY/LORAS	★
8	CLARKE/SENIOR/W LOCUST	★
9	UNIVERSITY/PLAZA 20	★
10	UD/ASBURY/KAUFMANN	★
11	UD/PENNSYLVANIA/HILLCREST	★

DO I HAVE TO ENTER MY LOCATION EACH TIME I USE MYRIDE?

You can save your most frequent locations for quick access. Simply click the “Favorites” tab in the top right-hand corner and click the green “Add Location” button to add favorite locations. Next time you use the Bus Times feature, your favorite locations will appear.

CAN I SELECT FAVORITE BUS ROUTES?

Yes! Just like you can save favorite locations, you can also select favorite bus routes. Click the star next to the route on the Maps page or click “Add Routes” under the Routes tab on the Favorites page. The selected routes will be saved to your favorites list for quick access in the future.

WILL MYRIDE WORK ON MY SMARTPHONE OR TABLET?

Take the Jule on the road with you using MyRide on your Android or iOS device. Follow the steps below to bookmark MyRide to your device’s home screen:

I have an ANDROID device:

1. Launch Chrome on your Android device and navigate to myride.cityofdubuque.org
2. Tap the menu button and tap “Add to Homescreen”:

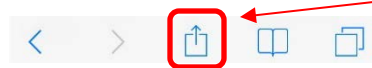


Android menu button

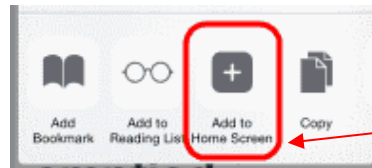
3. Name the shortcut “Jule MyRide” when prompted and tap “Add”
4. The Jule MyRide icon will appear on your homescreen and will now work as an app!

I have an APPLE device:

1. Launch Safari on your iOS device and navigate to myride.cityofdubuque.org
2. Tap the share button on the browser’s toolbar and tap the “Add to Homescreen” icon:



Apple share button



“Add to Homescreen” icon

3. Name the shortcut “Jule MyRide” when prompted
4. The Jule MyRide icon will appear on the homescreen and will now work as an app!

HOW DO I GET TEXT NOTIFICATIONS FOR PICKUP TIMES?

The Jule now supports text notifications of bus stop departure times. While waiting at a bus stop, text “JULE” followed by the Stop Number and Route Number to 41411. The Bus Number can be found on the bus stop sign. An example of a bus stop sign is shown below.

Example: If you are at stop 4001 on route 2 (2 Jackson/Broadway/Central), you would text:

To: 41411
JULE 1025 2



After sending the text, you should receive the next departure times soon. To refresh departure times, reply “R” to the text received from 41411.