UAF Shuttle Tracker Frequently Asked Questions

How does the new system work?
Each bus is carrying a gps-smart phone and utilizing GPS and cell tower technology, sends exact coordinate positions to our Web Page, as well as acts as our passenger counter. We also have a mobile app.

What do the colors mean?
The colors signify the name of the shuttle route
Colored Dot with arrow – Bus is moving in that direction
Colored Dot with red square in the middle – Bus is stopped momentarily
You can also, "click" on the dot, and learn the Bus #, and Route name

How much of a delay is there in reporting the bus locations?
Ride Systems has a 5 second update. Depending on the computer and internet speed, the delay could be up to 10 seconds. When utilizing the web page to calculate the bus distance from your location, please note this system is reporting near real-time.

Why do some of the buses move off of their normal routes?
At time we have special requests to transport an ADA passenger or the bus has to be driven to the repair shop for minor maintenance. We try to keep these route interruptions to a minimum, but at times cannot be avoided.

Why is U-Park, labeled, "The Pennsylvania State University University Park"?
The label was put on the map by Google Maps. We have no way of altering their map.

Why are specific bus routes/names not always on the web page?
Occasional malfunctions with the smart-phone tracker units, cause the route to not show. In most cases, the driver can re-start the unit and get back on screen quickly.

Why do some buses appear to be driving off of the roadway?
As with all GPS units, there is a built in error programmed into the system; this error does not allow a circumference range of less than 15 meters.