

DART's Google Transit Help

Riders Can Use Google Maps to Plan Their Transit Trips

By using Google Maps, and entering the specifics of where you want to go, including both origin and destination, you will be able to view up to three suggested transit trip plans with the most efficient step-by-step directions, which you can print and take with you or access from your mobile phone.

You'll get to decide how to get there by car, walking, or public transit, and optionally choose when you'd like to leave or arrive (by specifying the time-of-day and/or a future date, or next-available trips). The planned transit service for weekdays and holidays will be accurately reflected in the trip plan based on the choices you make.

Google uses public transportation schedules and information provided by participating transit agencies to create its transit trip plans.

DART recommends checking all of the suggested trip plans provided, as one may provide a trip that better suits your schedule, or your budget.

For help on how to get started, please watch this Google [**video demonstration**](#) on how to use Google Transit.

Are You Having Problems using Google Transit?

See if the problem is covered in the Frequently Asked Questions below and pick up a few tips.

Keep in mind DART First State only provides a data feed to Google Transit, and does not create the suggested trip plans.

Comments about the performance of the Google transit trip planner, including the quality of the trip plans received, feature requests, etc., should be directed to the [**Google Transit Discussion Forum**](#)

Comments and suggestions about DART's bus service or our website can be sent to us via our [feedback page](#).

For DART Fare Information and On-line DARTCard sales, please visit [DARTCards](#)

For bus route and schedule information visit the [Schedules & Routes](#) page or call DART First State Customer service at 1-800-652-3278.

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Those Frequently Asked Questions:

Q: Why do I get this message? "Sorry, we don't have transit schedule data for..." at the time and date you specified.

A: Service dates in the future are available only up to the end of the current month, or the end of the current published service changes, whichever comes first.

Q: Is there a way to use the map to choose an address/location, or do I have to make a trip plan by typing them in?

A: Yes, you can use the map to specify your origin and/or destination. Simply zoom in to the desired spot on the map, right-click your mouse there, and choose either "Directions from here", or "Directions to here". Once you have a trip plan showing on the map, with green A and B map pins, the right-click options menu will change. You may either drag them to a new location or right-click either of them, or choose "Remove this destination".

Q: Do I have to know the exact address of where I start/end?

A: No, just type in the street name, street & cross-street, or name of the location, and you will be prompted "Did you mean:" with a list of address matches to choose from. Once you choose one for each endpoint, a plan will appear if there is one available. If you don't find the match you are looking for, try again using fewer keywords. Remember, if you can find it on the map, you can right-click instead of typing (see the answer above for details)

Q: What's up with these (strange) walking directions?

A: The default option for DART First State is "Less Walking." If you choose "Fastest (Best) Route", Google may direct you to walk to a bus stop with more frequent service rather than walking to the nearest bus stop. Walking directions and/or walking times can be inaccurate, impractically long, or seem to suggest walking across impassable obstacles. Google is always working to improve walking directions to eliminate inaccuracies. *Tip: To see the walking segment distances, pop open the details (under a "Walking" segment, look for the plus sign "+").*

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Q: Why aren't the stops/timepoints labeled on the map?

A: New stop features are added frequently from Google, such as stop names searchable in the map, icons on the map depicting each bus stop, and pop-up transit info for all stops on the maps.

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DART First State strives to provide quality information through Google Transit, but cannot guarantee 100% accuracy. It is recommended that riders double-check all suggested trip plans from Google with DART First State's [published schedules](#) and [bus stop listing](#) .

[Please also see the Google Transit Terms and Conditions.](#)