



PASS App

Enable paratransit passengers to easily manage trips, from their mobile device.



Today's riders want to ride transit if it's convenient for them – with a few taps on their mobile phone. By giving them this ability, you're ensuring that they choose to ride your transit system instead of using a different mobility option. More than that, you're providing accessible and equal services to all your passengers so that ordering a paratransit trip is just as seamless as using fixed-route services.

With PASS App, paratransit passengers can use their mobile phone or tablet (the app is available on Apple iOS and Google Android) to book, cancel, or confirm – and pay – for trips online and see when their vehicle is on the way. They can also review and edit personal information, receive push notifications and utilize advanced location services.

Overview



View Trip Details

- Shows trip details such as date, time, purpose, provider, origin/destination addresses, status of trip (scheduled, unscheduled, no-show or canceled), mobility aids
- Displays all subscription, casual or “on-demand” trips
- Enables users to view and edit personal profile information; shows client addresses, contact information, service providers, funding sources, etc.



Track Vehicles (“Where’s My Ride?”)

- Sends passengers native push notifications of imminent trip arrival
- Shows pick-up and drop-off location on map
- Shows vehicle details – vehicle number and type, vehicle location, driver name and badge number of the approaching pick-up



Book and Pay for Trips Online

- Enables users to request casual or subscription trips, specifying dates, times, pick-up and drop-off locations, reasons for travel, additional mobility aids
- Books or schedules trips using the PASS algorithm
- Enables passengers to confirm and cancel bookings; enables users to edit subscriptions and cancel trips
- Allows for special comments/instruction regarding pick-up
- Sends alerts if the request has been booked, scheduled, refused, or has failed
- Integrates with Trapeze EZ Wallet to provide a virtual wallet to pre-pay fares

Agency Benefits

Reduced No-Shows and Call Volume

When passengers can make flexible trip arrangements – confirming, editing, or canceling bookings with ease - you reduce no-shows, cost-effectively getting staff and vehicle numbers right. Providing real-time and “where’s my ride?” information also reduces calls to your agency, yielding more savings.

Improved On-Time Performance

PASS App sends passengers native push notifications of their approaching ride so they can prepare ahead. When passengers get the real-time information they need to be ready to board, you shorten vehicle wait times, avoid late pick-ups, and keep to your schedule. Having the ability to coordinate special instructions in real time also helps reduce dwell times - drivers informed of wheelchairs and mobility aids, for example, can lower the ramp the second they arrive, saving time.

Increased Customer Engagement

PASS Mobile’s self-service platform and “where’s my ride” functionality help provide the user-friendly service paratransit passengers look for, reducing complaints and enabling you to strengthen interactions with your customers. The app features a clean, modern look that can be styled to integrate seamlessly with your agency branding.

Passenger Benefits

Greater Customer Convenience

- Intuitive design makes it easy for passengers to find the information they’re looking for
- Enables passengers to book and pay anytime, anywhere; no need for transactions strictly within agency office hours
- Generates new requests for previous bookings without passengers having to input all their details again; provides quick access to reoccurring trips for one-click booking
- Lets passengers quickly look up trips by week, month, past or future

Enhanced Rider Experience

- Empowers riders to make their own decisions, increasing customer satisfaction
- Enables passengers to provide feedback (e.g., rate your driver), allowing agencies to assess performance and customer satisfaction

Increased Safety and Peace of Mind

- Minimizes the need for physical interactions with an online, self-service option, including for payment (EZ Wallet), facilitating COVID safety protocols
- Provides real-time information about vehicle arrivals and booking status, reducing uncertainty for passengers, their families and representatives
- Informs passengers of vehicle and driver details so they get into the correct vehicle



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