



PASS-Web

Empower your passengers with self-service trip planning and booking.



Your passengers appreciate having more personal control over their mobility. PASS-Web makes trip planning simple and hassle-free for your passengers and ensures they can easily access up-to-date information for all their trips.

PASS-Web is a browser-based, self-service portal where they can easily book, review, modify, and cancel trips on their desktop, tablet, or mobile phone, using the PASS algorithm and booking process. They also can easily track their vehicle's location with PASS-Web's 'where's my ride' functionality, reducing the load on your call center staff.

Overview



Simplify Trip Booking

- Allows passengers to book, confirm, and cancel casual or subscription trips at any time of the day
- Enables passengers to include special comments or instructions regarding pick-ups
- System notifies user whether request has been booked, scheduled, refused, or has failed
- Responsive design adjusts display to device format



Receive Where's My Ride Alerts

- Enables passengers to track vehicle location on a Google map
- Sends vehicle details (vehicle number, vehicle type) and location
- Provides driver information (name, badge number) of the approaching pick-up
- Allows passengers to send the driver a canned message



Provide Up-to-date Trip Information

- Enables passengers to view their trip details
- Displays all subscription, casual, or on-demand trips; shows trips by week, month, past, and future
- Supports multiple languages and digital accessibility
- Enables passengers to review or edit their personal details

Agency Benefits



Improved Efficiency

Where's my ride alerts prepare passengers to board, reducing vehicle wait times.



Reduced Call-Center Load

With PASS-Web, passengers can confirm, cancel, and book trips without the need to speak with a reservationist, decreasing call-center volumes tied up with booking and trip information requests.



Improved Rider Engagement

Empowered and fully informed passengers have a positive rider experience. Agencies likely see a drop in passenger complaints and an increase in efficiencies such as better on-time performance.

Passenger Benefits



Improved Passenger Safety

- Keeps riders safe and informed by providing them visibility on their trip (e.g., imminent arrivals)



Increased Convenience and Passenger Confidence

- Provides seamless online experience for trip booking and information
- Reduces passenger frustration from lengthy call wait times; eliminates uncertainty from all aspects of their trip, increasing peace of mind



Greater Trip Flexibility

- Enables passengers to book trips at their convenience, at all hours
- Enables passengers to easily plan for a current or future trip



Connect with our Experts