Passio GO General Training

Learn how to update Passio GO information using Passio Navigator to keep your riders in the loop.

If you have questions, please contact Passio Technologies Customer Service

PASSIO
TECHNOLOGIES

Passio GO Basics

The Passio GO app is available on the Apple App Store and the Google Play Store for free.

The app offers vehicle tracking, real time information, route & stop details, messaging, and more.

The agency page is branded specifically to our client.

Available on the App Store

GET IT ON Google Play

SCAN ME

2:15

Colby

Colby College

- Routes
- Stops
- Messages
- Account

Communicate

- Share
- Agency feedback
- App feedback

Support

- Take the tour
- Terms and conditions
- Settings

Passio GO Basics

- Riders simply use their iPhone or Android devices to download the free Passio GO app, where they will choose their agency (or agencies) that they want to view.

- This information can also be viewed online at passiogo.com if a rider doesn't wish to download the app.

- Passio GO opens to a tour of the app, which users can re-take at any time if they need to. Agencies that are closest to the rider's current location are listed first, making it easy for a passenger to find the right schedules and routes.
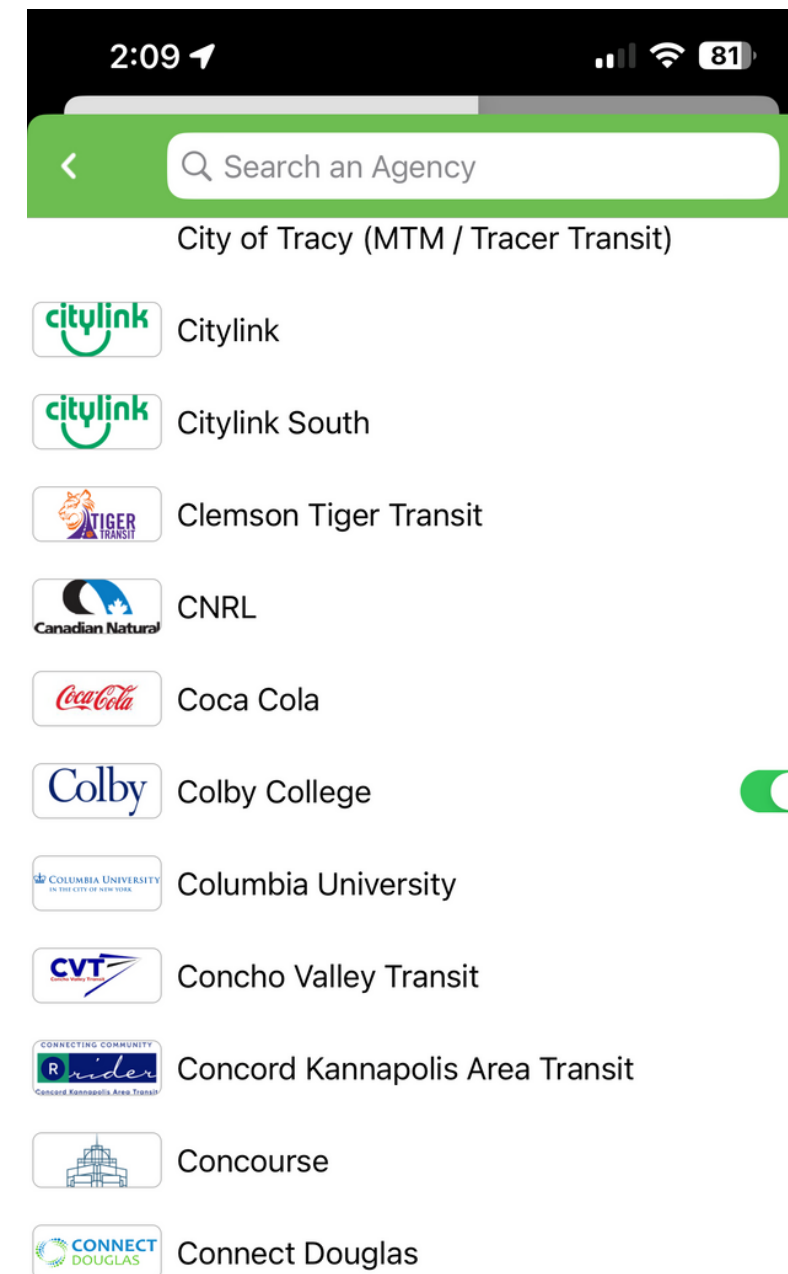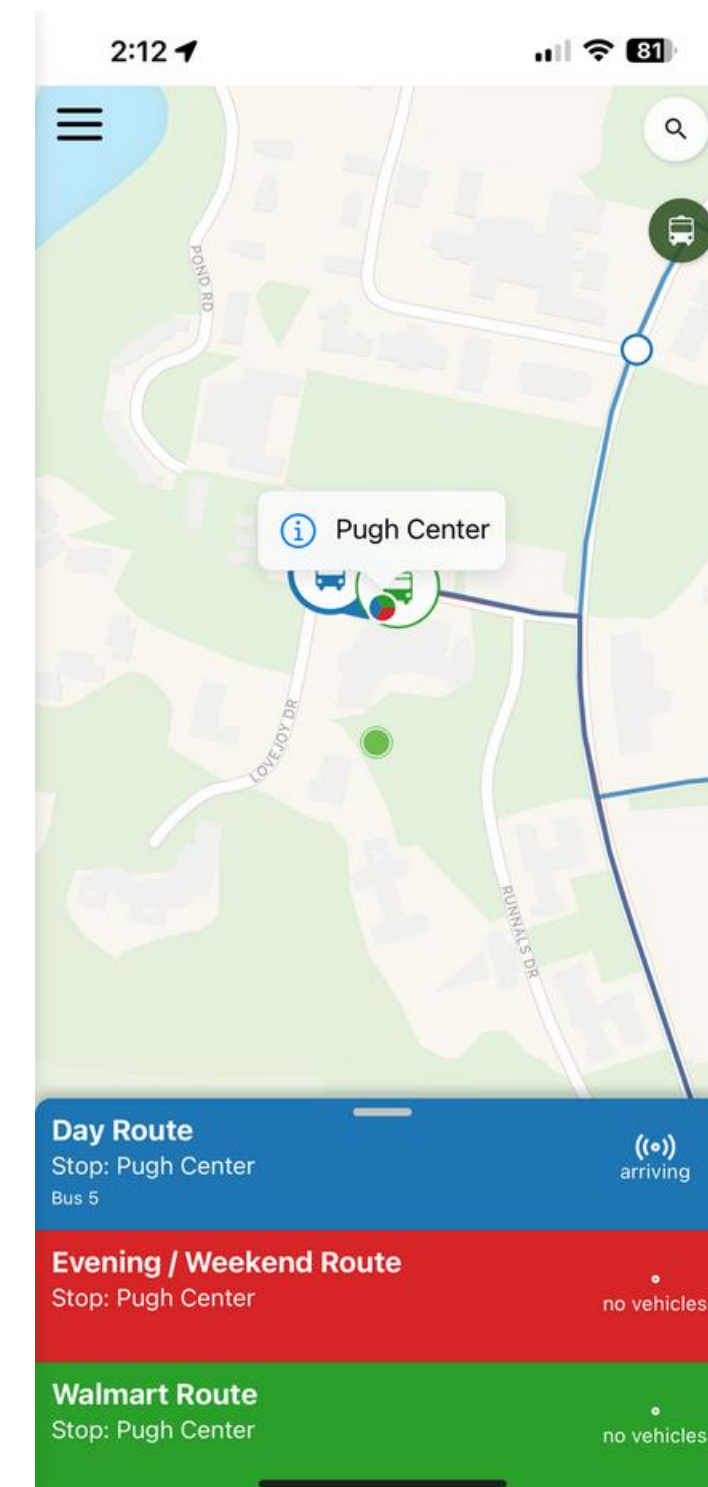
Passio GO Basics

Interactive Home Screen
- Maps, Routes, Agency Messages
- ETAs (Estimated Time of Arrivals), Schedules, and more in real-time
- BusBuzz (Feedback to transit agency) text or via app

Trip Planner & Follow my Bus
- "Tap to Set" Trip Start & Destination
- SmartSearch™ for Any Route Location
- Follow My Bus moves with actual vehicle location
- Tap vehicle to start tracking

Passio GO Basics

Riders can see routes, stops, schedules, and more using the app. They can even set up alerts to see when a vehicle is coming to their stop. There are multiple features within the app, such as a favorite button, to personalize each passenger experience.

Riders should keep an eye out for other features while taking the tour of the app, including the ability to search for the name of a route or stop, using the magnifying glass at the top of the home screen.
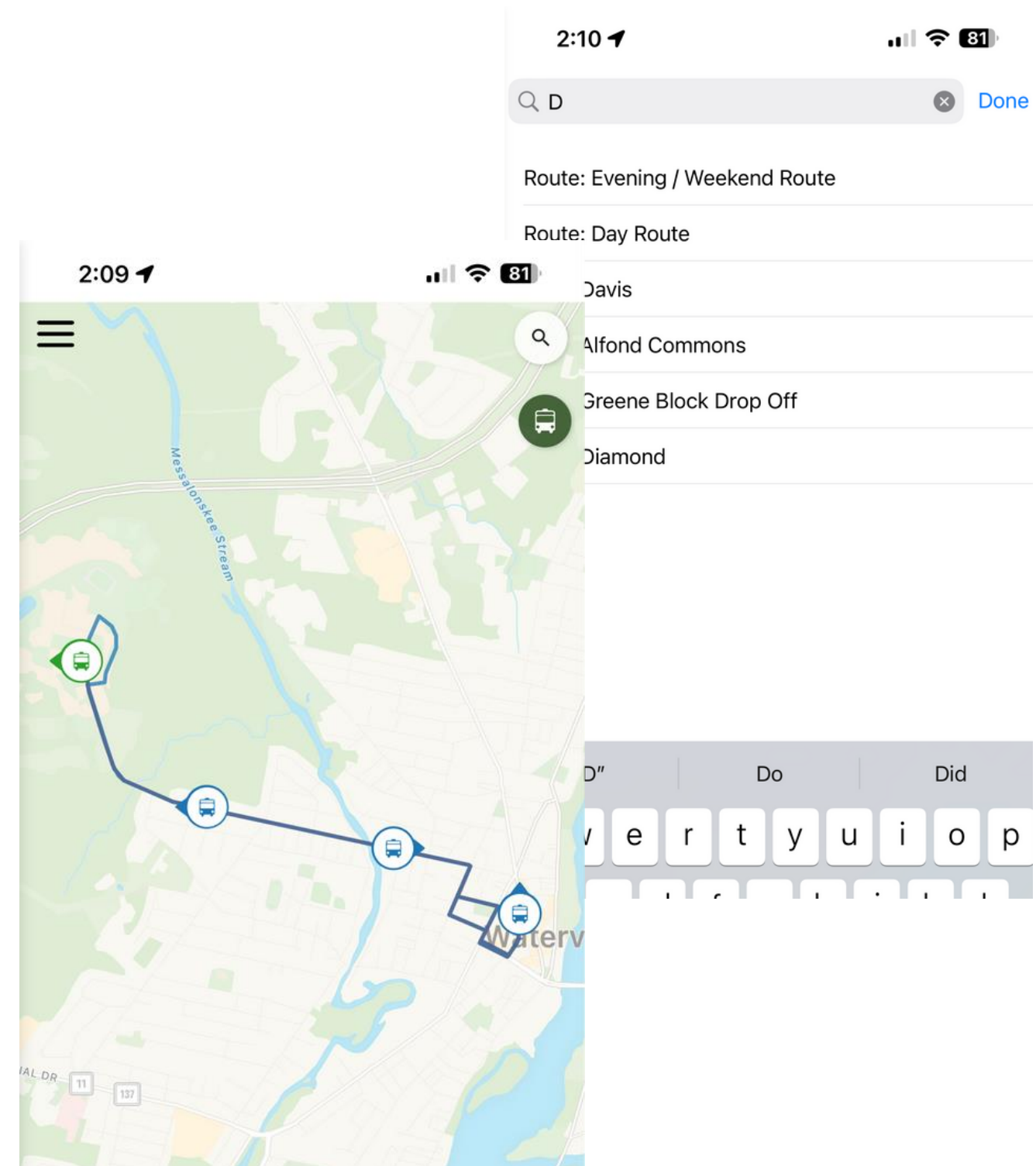
Rider View of Passio GO

- User friendly
- "Take the Tour"
- View options (routes, stops, etc)
- Messages from agency
- View driver name and vehicle information
- Live Map
- Favorite stops, and routes
- Toggle views of specific items as needed
- Find current location
- View Estimated Time of Arrival for vehicles
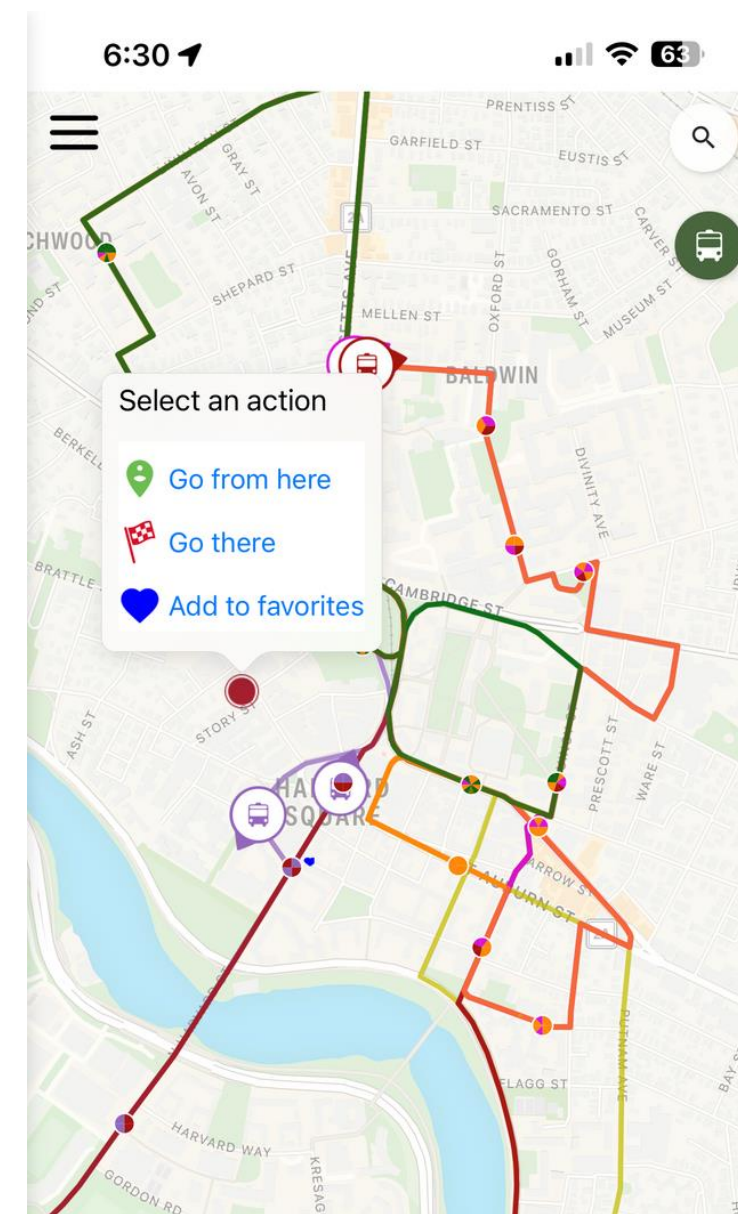- Customize vehicle icon
- Set up alerts
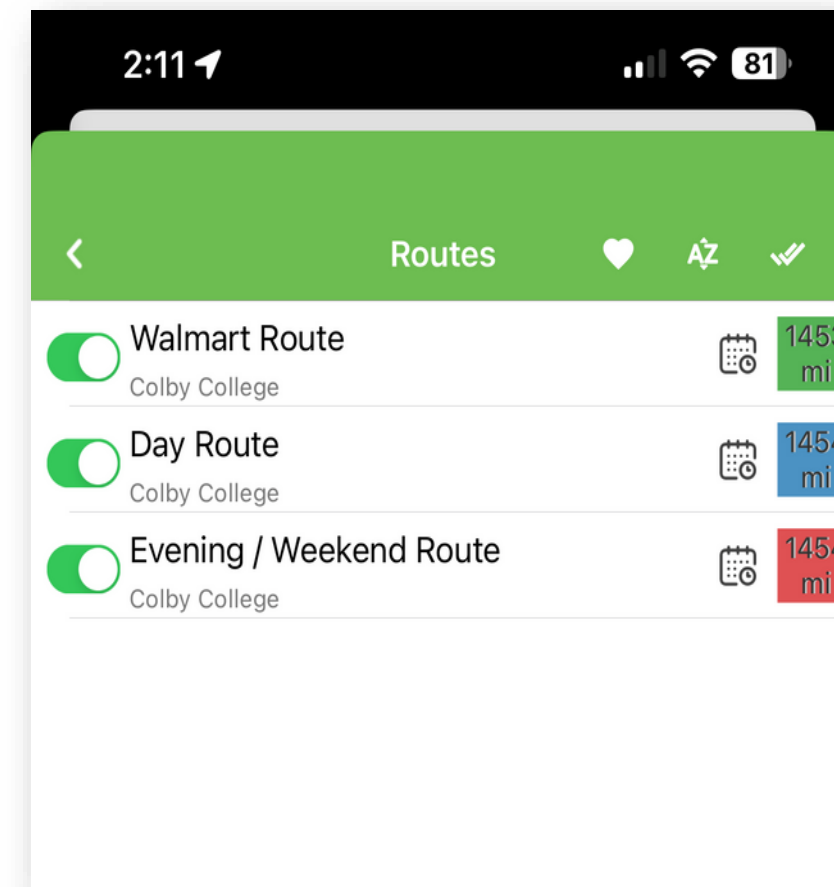
Interacting with the App

- Tap a stop to show ETA menu

- Toggle between the ETA in minutes, estimated time of arrival, and scheduled time point
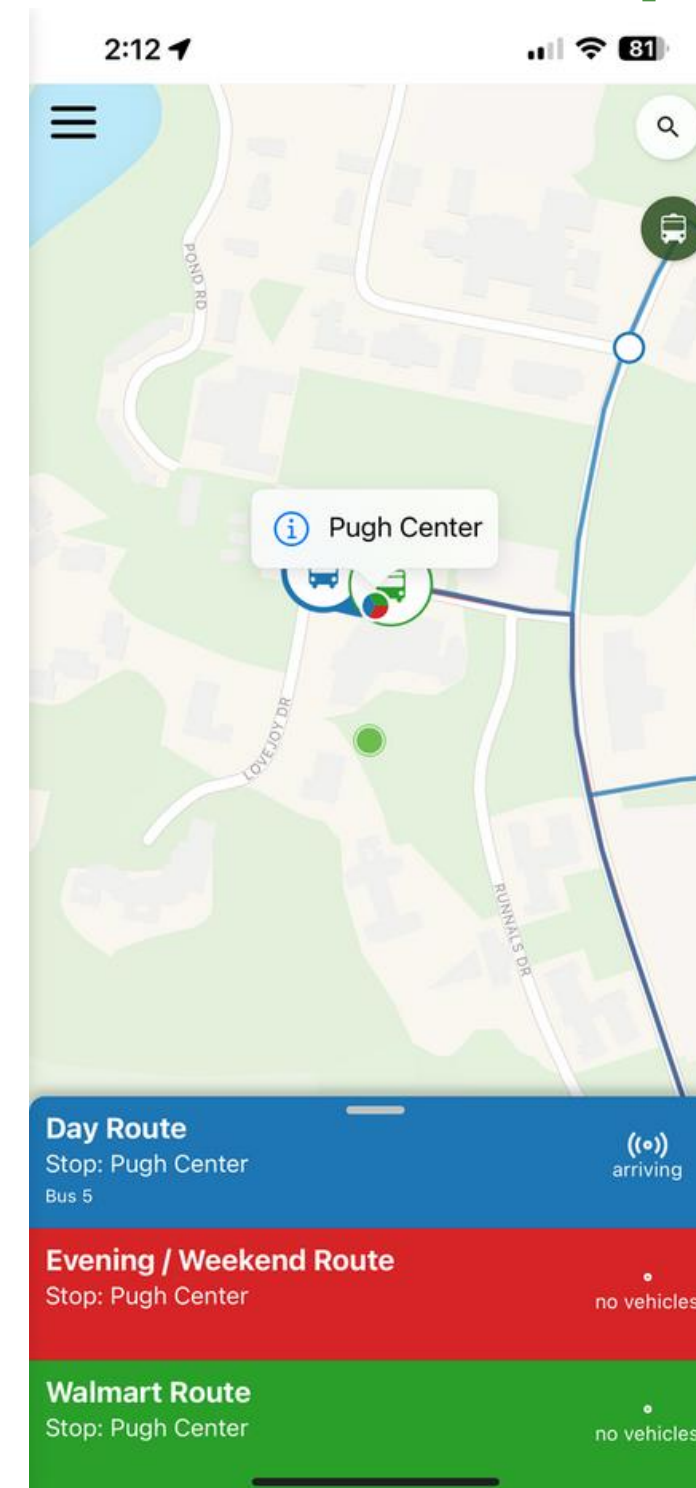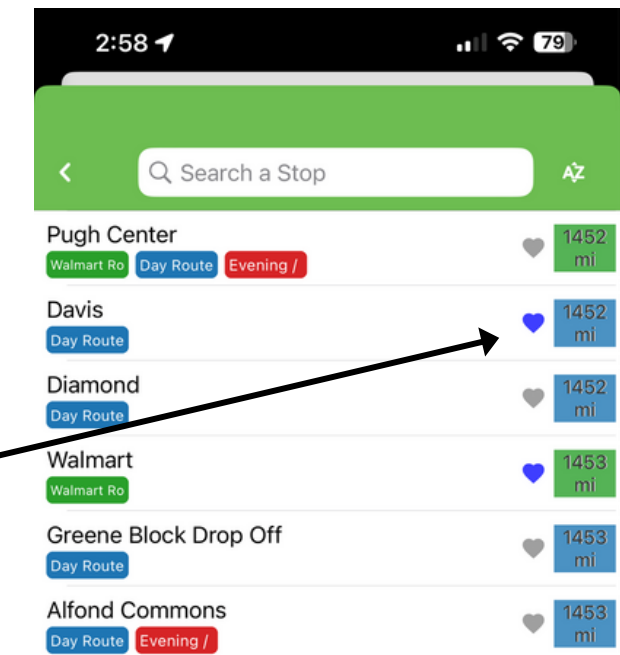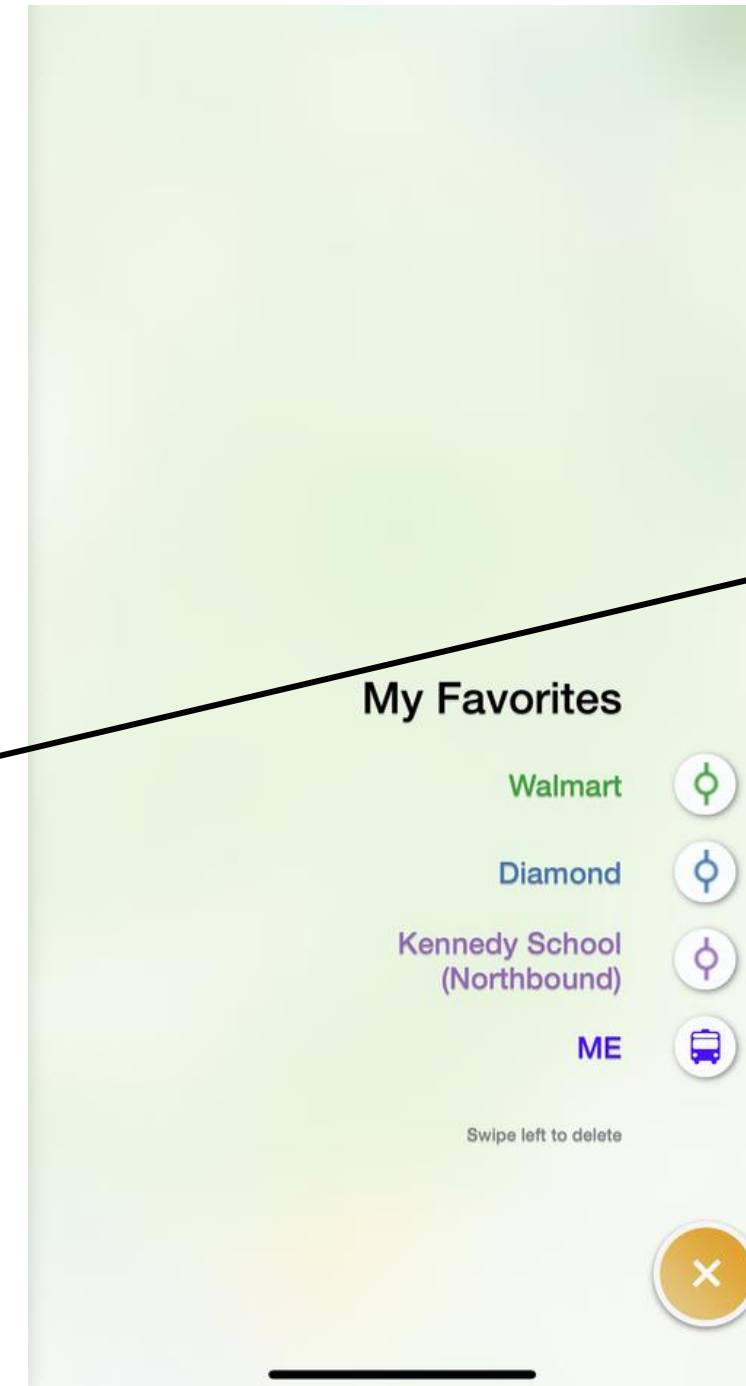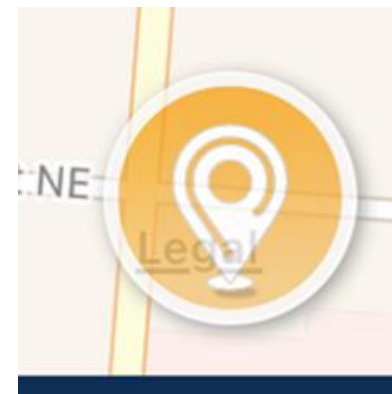
Trip Planning

Trip Planning & search functions are available within the app
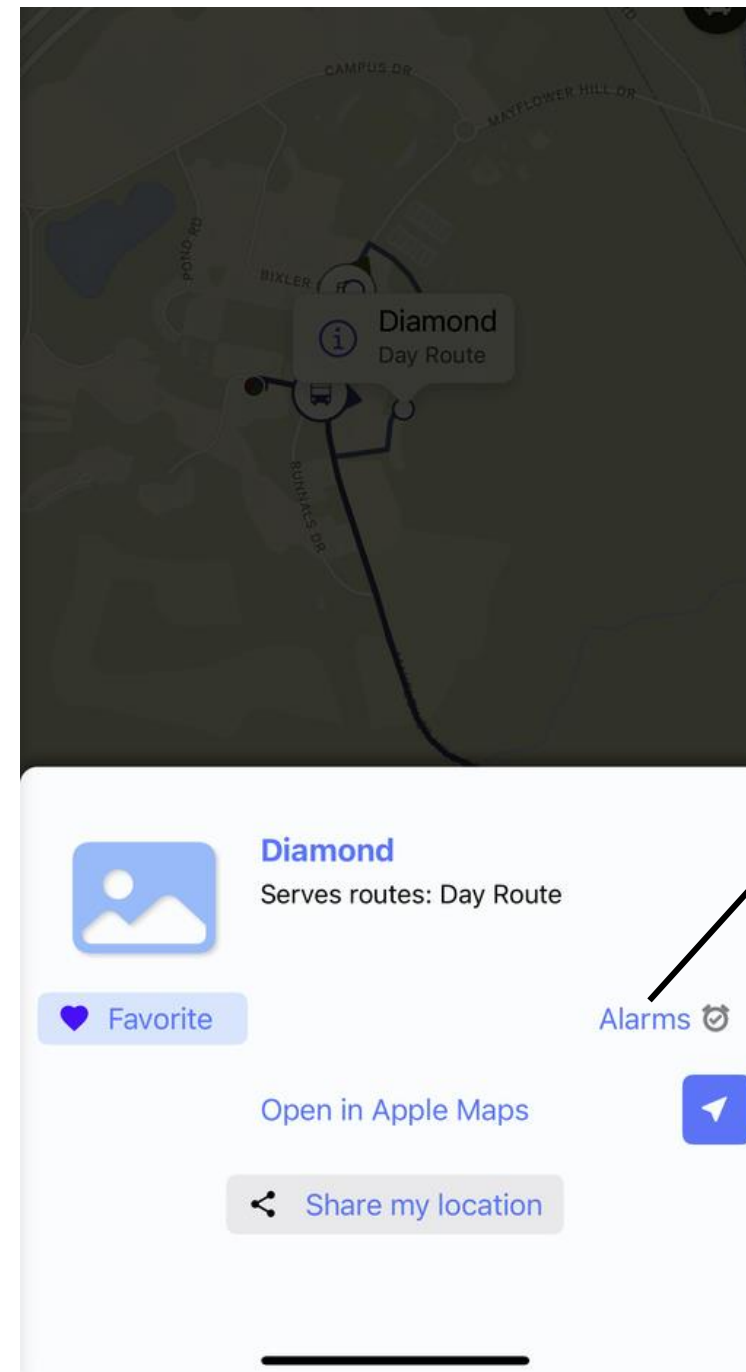
Favorites

From the home screen, choose the Passio Icon to view your favorites

You can toggle between stops and routes on the bottom to add new favorites. The heart will turn blue after choosing that item.
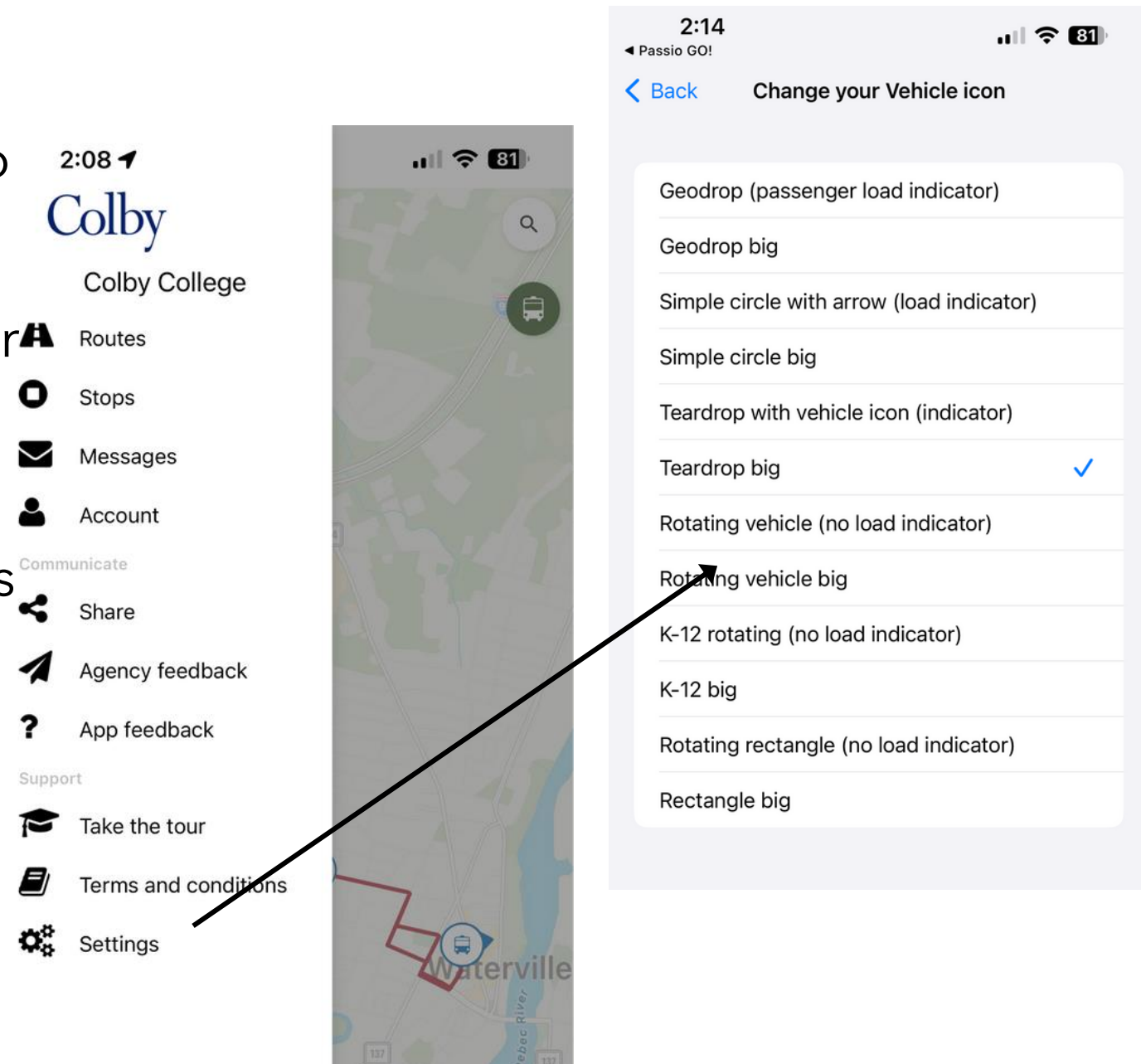
Alerts

- Click "alert" on the route or stop you want to receive alerts for.

- You can select specific or recurring days and time intervals for each alarm.
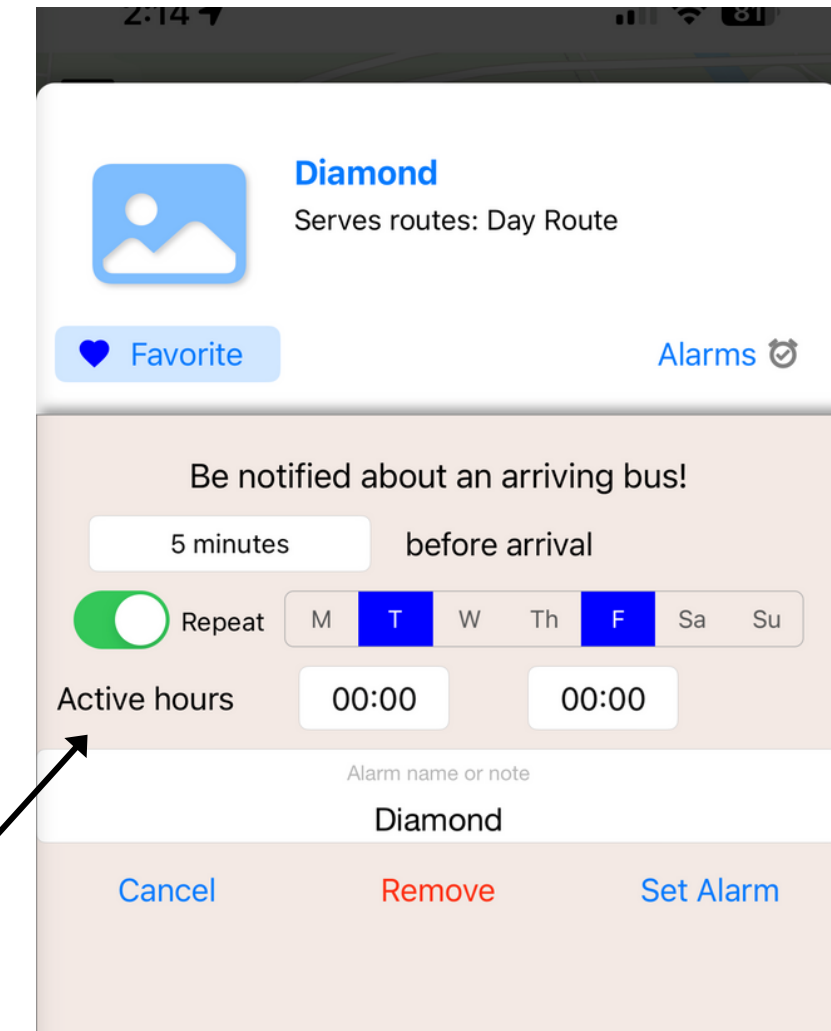
Rider View of Passio GO

- Riders can click on a bus to view the details of the vehicle, like the schedule, route, and ETAs pertaining to the stops within the route.

- App users can even see driver name and the passenger load if the agency has passenger counting abilities.

- The Passio GO Map only shows active routes, making it easier for the passenger to see at a glance what route is running at anytime.

- Riders can change how their bus icon looks in app settings

Passio GO Messages

- Agencies have the ability to send out messages or alerts to riders using the Passio GO app.

- New messages show a red envelope

- Messages can be sent as Important and scroll as a red bar across the map or sent directly to message center
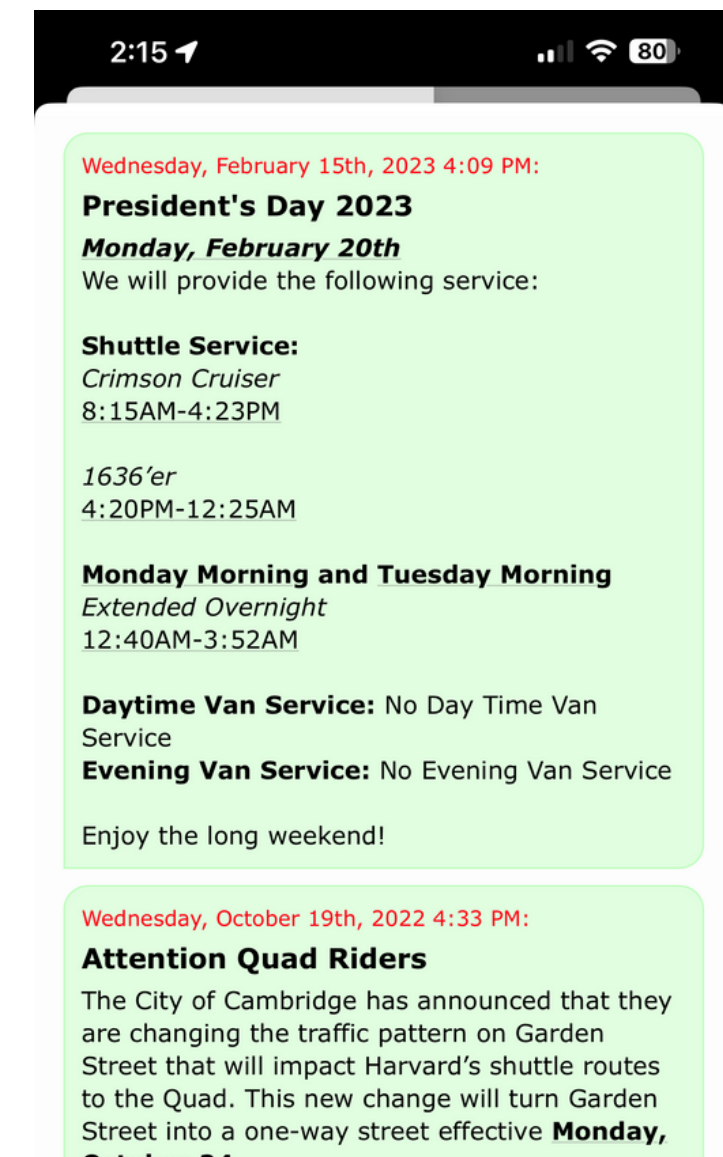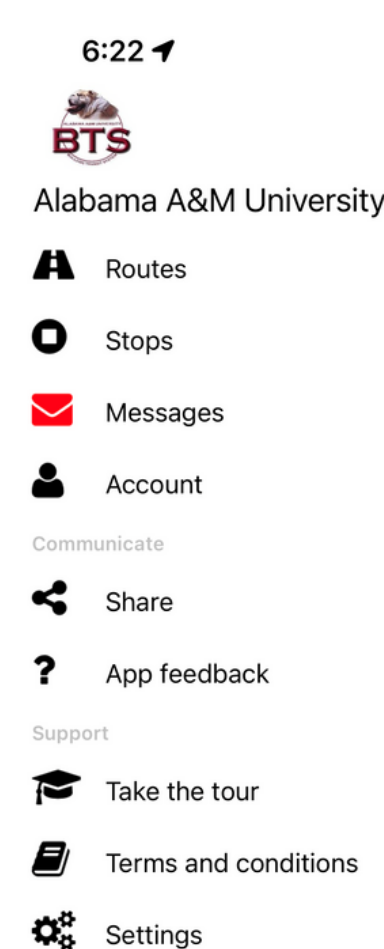
BusBuzz

- Riders can send feedback using Passio BusBuzz via a special text shortcode or within the app.

- Agencies can monitor what their employees write back to riders, and even track response times.

Crimson Ride Feedback Webform

Category

Suggestion

Please select category below

Change Route or Stops

Add Feature or Technology

Change Bus Schedules

Other

Crimson Ride Feedback
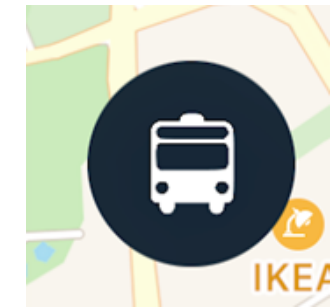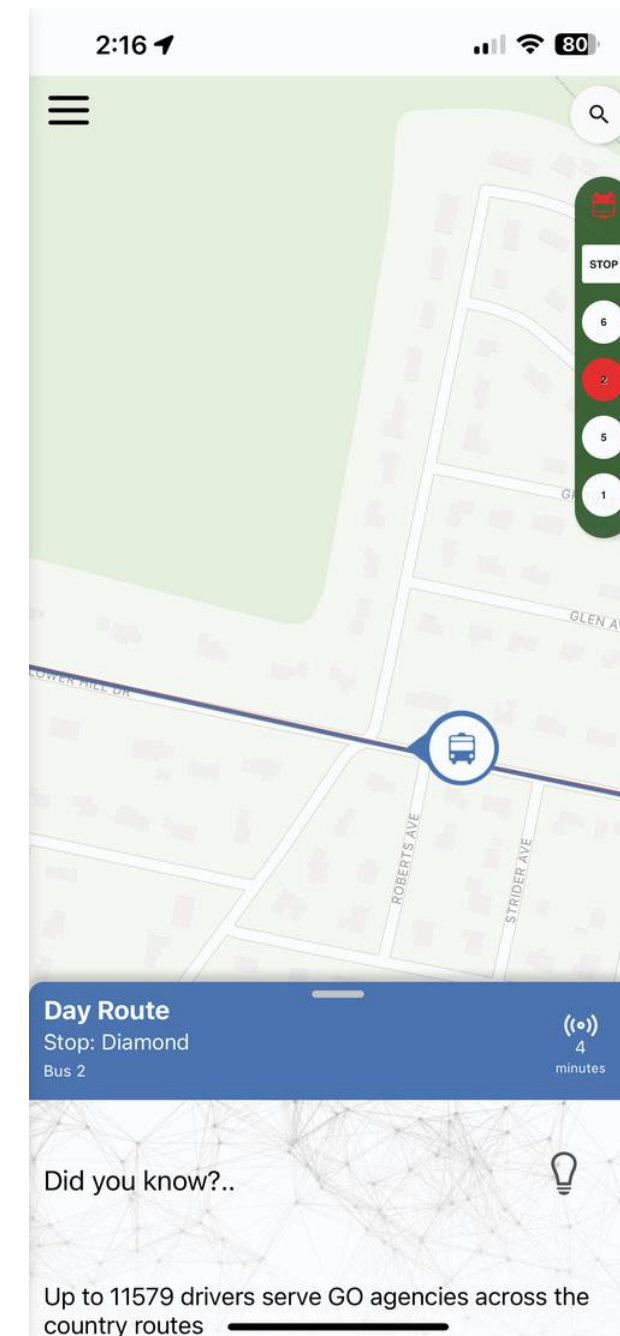
Please select category below
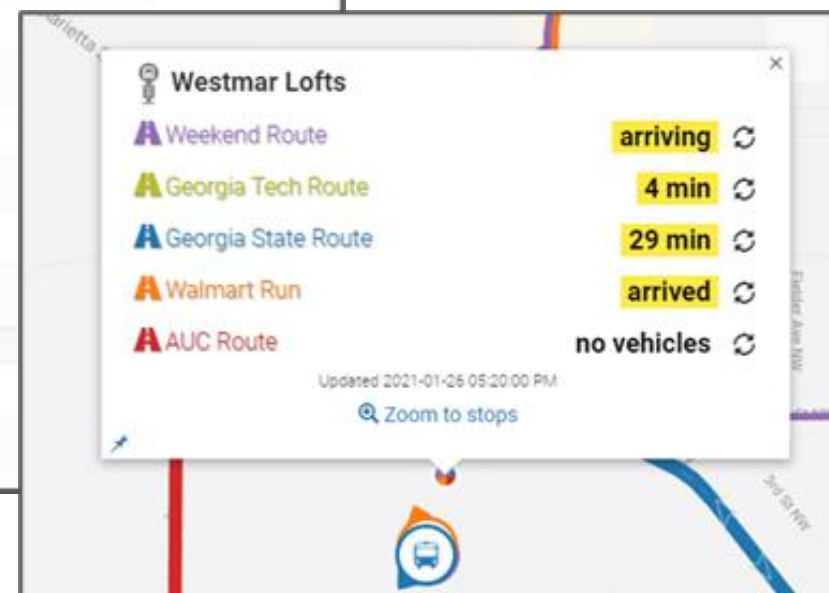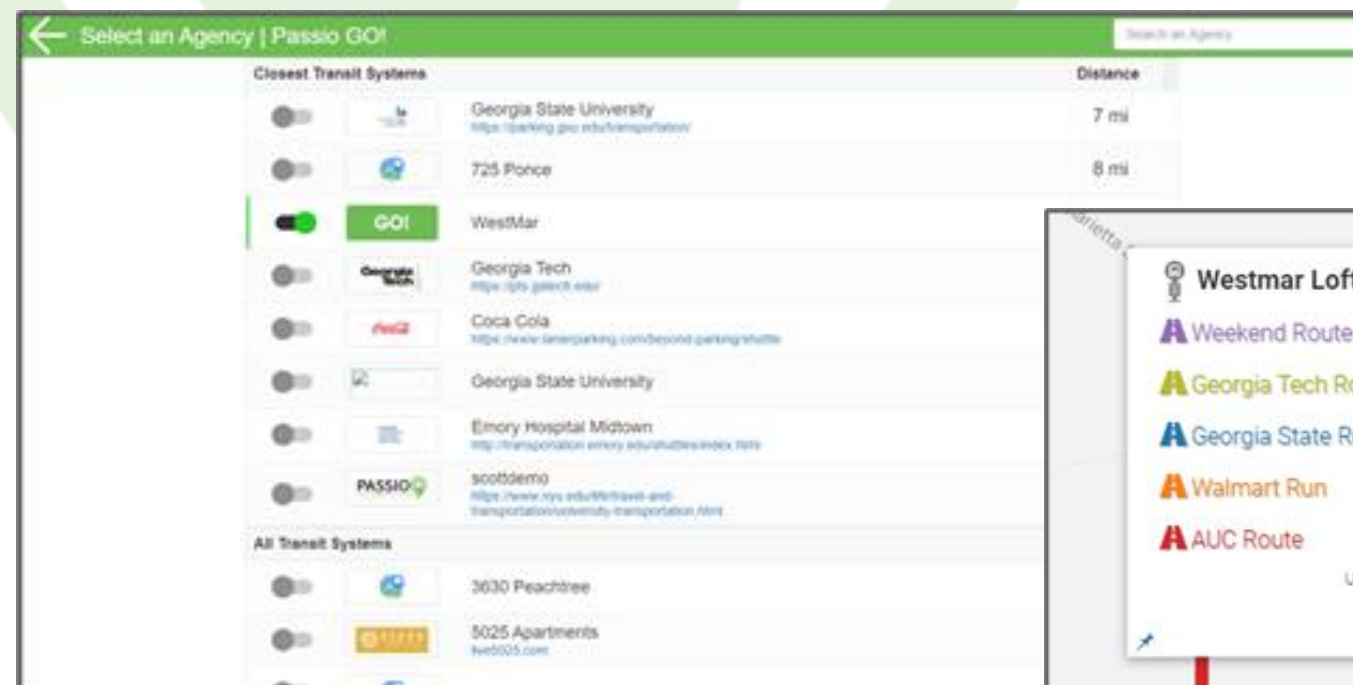
Compliment

Suggestion

Complaint

Follow My Bus

- Choose the Bus Icon on the top left of the screen to start following your bus

- Click the red bus to stop tracking or to switch to a different vehicle

Interactive Public Viewer

- GO to Passiogo.com to see for yourself!

- Riders choose an agency to get started to view Passio GO information from any browser.

Web Link	• Customer specific
No External Software	• HTML only display on 2-D Map
Customizable Branding	• Colors and logos
Auto Update – No Interaction Required	• Vehicle location, passenger load information, and estimated time of arrival (ETA)
Vehicle direction	• Indicated on each bus icon
Colored Routes	• Individually drawn in different colors.
Multiple Route Bus Stops	• Clearly indicated through stop design features.
Clickable Bus Icon	• Shows current location, route, and next stop information

Select an Agency | Passio GO!

Closest Transit Systems

			Distance
		Georgia State University	7 mi
		725 Ponce	8 mi
GO!		WestMar	
		Georgia Tech	
		Coca Cola	
		Georgia State University	
		Emory Hospital Midtown	
	PASSIO	scottdemo	

All Transit Systems

		3630 Peachtree
		5025 Apartments

Westmar Lofts

A Weekend Route	arriving
A Georgia Tech Route	4 min
A Georgia State Route	29 min
A Walmart Run	arrived
A AUC Route	no vehicles

Updated 2021-01-26 05:20:00 PM

Zoom to stops

Take the Tour within Passio GO

When first using the app, and any time after, users can "Take the Tour" to learn the basics of Passio GO