

Computer Aided Dispatch

PARTA is making strategic upgrades to provide better, more efficient service. Our ultimate goal is to get riders where they need to go when they need to get there with less hassle and more convenience.

Whether you ride our Door-to-Door or fixed-route buses, PARTA's investment in new customer-driven technology has benefits for you.

At PARTA, we take PRIDE in serving our riders by providing eco-friendly transportation that links people to vital services, resources, and amenities creating a stronger local economy through connected communities.



Door-Door

TripMaster Software Benefits

- **Improved ride reminders** – Receive an automated day before call or text to confirm your ride and pickup time. When your bus is on the way, you'll receive a call or a text message to notify you of its arrival time. If you choose to receive a text message, you will be sent a link to see where your bus is in real time.
- **More efficient routes** – PARTA drivers now have cloud-based access to turn-by-turn directions powered by Google Maps using real-time traffic data at their fingertips for access to the fastest route to your destination.
- **Fewer trip denials** – Our new software creates more efficient routes so we can offer more trips with fewer service denials.
- **Online scheduling** – *COMING SOON* – PARTA's friendly schedulers are just a phone call away; however, if you prefer the flexibility of scheduling your own ride, that feature is on the way. TripPortal allows riders to easily manage ride requests from their computer or smart phone.

Learn more about TripPortal ride scheduling for Door-to-Door service.

<https://www.youtube.com/watch?v=yh9UztJ65Fc>

Fixed Route

Passio GO

- *COMING SOON* – **Passio GO** – PARTA's new app lets you track your bus live and see where your ride can take you. With Passio Go, you have the ability to see real-time bus locations, schedules, and estimated time of arrivals. You also have the option to receive a text message to be notified when your bus will reach your stop. Available for Apple and Android devices. Download it free.
- *COMING SOON* – Better coordinated bus schedules for more efficient travel.
- *COMING SOON* – New easier to read and understand schedules.
- *COMING SOON* – New "PARTA Ride" bus stop signs with updated rider information

Learn more about Passio Go.

<https://www.youtube.com/watch?v=JdMil1SxK5g>

EZFare- A New Way to Pay

PARTA introduced mobile ticketing in 2019 with the launch of EZFare. The free app lets riders purchase tickets anytime, anywhere and features options for...

- Stored value ticketing
- Account-based ticketing

- Easily add money to your account with credit/debit cards, Apple Pay, or cash at these locations.

Learn more about EZFare.

<https://www.ezfare.us/>

Coming in 2023, PARTA will introduce new Smartcards allowing riders the same flexibility enjoyed by EZFare users in the form of a Smartcard capable of being read by our onboard digital validators.

PARTA will also introduce fare capping in 2023. Riders using EZFare or our new Smartcards will never pay more than they need to. Fare capping works by rewarding passengers with free rides after they meet the fare equivalent of a daily or monthly pass. This means that riders who typically prefer to pay for individual bus tickets as and when they ride (or those who can only afford to do so) get exactly the same benefits as passengers who pay upfront for a discounted period pass or travel card.

Finally, for those who prefer to use cash on board, we're installing new fareboxes – removing the old electronic fareboxes. Please note day passes will no longer be issued unless riders enroll and use the EZFare platform.