

# Automatic Voice Announcements (AVA) Keeps Riders “In the Know”

## Use AVA to Build Stronger Connections to Your Ridership—and Your Community

A rider on one of your buses, engrossed in their book, suddenly realizes their stop may be coming up. On cue, an automated voice announcement lets them know the upcoming stop, announcing it again—along with the following stop—when the bus arrives.

Once the bus is in motion again, there’s the next-stop announcement, along with one cheering on the local football team in the upcoming game this weekend.

When those transit systems employ innovative technology that monitors and analyzes the operations of those fleets, and provides those agencies with actionable data, emissions drop even further—while both overall performance and customer service get a boost.

### Build Ridership and Rider Loyalty

Your transit agency’s primary goal is the safety, comfort and convenience of your riders. Passio’s AVA (Automated Voice Announcements) system—infinitely customizable by you— helps you optimize the rider experience, so passengers are always “in the loop.” And not only about the bus route they’re on, but also about their own community.



As transit struggles to retain and build ridership, solutions like Passio’s AVA can help agencies like yours build closer connections with—and become more relevant to—your local community. And that spells increased ridership and loyalty. Let’s take a closer look...

# Main “At-a-Glance” Features of Passio’s AVA System:

- Announcements can be made in up to three languages at each stop (from a possible 130 languages), letting riders know you’re attuned to the needs of a diverse community.
- All AVA announcements, including uploaded pre-recorded information, and reprogrammed announcements, are all managed through our cloud-based “Main Brain” console, Passio Navigator. If you’re already a Passio customer, adding AVA is a breeze.
- Common announcements include the current stop, the next stop, the route number (especially appreciated by short-term visitors), as well as a wide variety of other programmable information.
- Passio AVA systems comply fully with ADA (Americans with Disabilities Act) Requirements—including repeating announcements, among others.
- Announcements are primarily triggered by geofences\*—easily edited through Passio Navigator on the live digital map, meaning no driver action is necessary. Other triggers can be timed announcements and door-opening sensors.

\*A geofence is an imaginary border created around a specific point by a GPS system. Once drawn (you decide how big the area is inside that fence), it’s used to trigger a specific action—like an announcement).

- An unlimited number of stops, routes or messages can be added, stored or played using Passio’s AVA system (which includes 4 GB of storage onboard every bus).
- Logic is built into the configuration profile to prevent overlapping stop announcements by using stop order/directional algorithms.

## Connect with Riders in Ways that Matter

**Yes, first and foremost, your transit system gets people where they need to go. But, with AVA, you can also become a partner in your riders’ daily lives.**

By setting up announcement trigger points using pre-recorded messages, PSAs and songs—programmed to play at pre-set times and independent of specific stops—you deliver information your riders value. Examples:

- A bus entering the French Quarter can be programmed to start playing jazz music once a geofence is triggered (or can be manually activated by the driver).
- A school fight song could be activated on a university bus system at preset intervals, when the bus passes the stadium, or in advance of the big game.
- Stop announcements can include a certain tourist destination, activated by a geofence (i.e., “Now approaching stop 100, site of the downtown pedestrian mall.”)

- Announcements of upcoming suspended service can be added on a specific route (“Due to construction, the 6A route will not operate this Saturday, May 13th, 2023.”)
- (Actual client) Loading up an mp3 file of a bus-tour narration (each audio section is triggered by geofences) eliminates need for the driver to be the tour guide.

### **At the Agency Level: System Set-Up**

- Simple hardware setup (including option to connect to external speakers that are already installed on the vehicle) is handled completely by Passio’s installation team.
  - Clients use Passio Navigator to set up all stops, trigger points, routes and vehicles, using a flexible, straightforward AVA interface that accommodates system growth.
  - The AVA system supports unlimited numbers of stops and announcements, and all stop announcements are triggered by GPS location, route and time criteria.
- Authorized users enjoy robust custom configuration ability within Passio Navigator, permitting changes to up to 11 settings at each stop on every route, including:
    - Announcing stop and route name
    - Announcing next stop upon entering geofence
    - Announcing next stop on exiting geofence
    - Announcing stop upon open door on interior speaker
    - Announcing upon open door on xx terrier speaker
    - Announcing at space specified radius point
    - Playing pre-recorded messages or music at any stop
  - Client training is simple and easy to follow, and clients receive unlimited support for updates and remote assistance (support can be requested in advance for testing and confirmation purposes).
  - DIY or Leave It to Us: Customers can make all updates and adjustments to routes, stops and announcements themselves, or can opt to have Passio manage the entire editing and updating process—at no additional charge.

## From the Driver's Seat: On-board Operational Notes

- Getting Started: Operator selects their name from a menu on the MDT (Mobile Data Terminal). No complicated codes or procedures to go through.
- Drivers simply tap their screen to launch the AVA. Routes are preset and automatically updated on the device.
- A standard-operations screen provides drivers with all necessary information to use the AVA system.
- Operators can trigger preset special announcements from the MDT and repeat a stop location for ADA compliance.



## Robust Features and Functionality

Passio's AVA system lives up to its promise of flexibility with a rich array of features that enable an unmatched level of functionality. They include:

### Variable Stop Radius

Users are in total control of setting the radius—entrance and exit triggers—for each stop, either on the map or by typing in the radius field.

### Precise Pronunciation

On-board voice synthesizer allows for phonetic spelling of any word to ensure correct pronunciation, while providing highest-quality sound and volume control.

### Announcement Event Control

Users have full control over announced information for each stop and/or trigger stop (and independently of all other stops) to ensure information amount is sufficient, but not excessive.

### Driver Managed Stop Jumps

When drivers must skip a stop because of some obstacle, Passio AVA allows routes to be adjusted either by dispatch, or by drivers directly, who can skirt the skipped stops with minimal confusion.

### Out of Service

When dispatch or a driver places a vehicle out of service, all voice-announcement functions cease, and all details of the action—i.e., time, date, latitude, longitude, driver, route, and vehicle number—are noted in Passio Navigator's Incident log.

## Audio-Hardware-Integration Options

The Passio AVA solution can provide and integrate system-enhancing audio hardware, thanks to the following features:

### External Speaker Announcements

The system can electronically detect “door-open” status and send a relay signal to the correct speakers to make an announcement as internal or external only, or both.

### Audio Interrupt

Passio’s AVA system is set as the vehicle’s primary audio source, but can be configured to allow an alternate source—i.e., a radio head unit (AM/FM/CD/DVD player)—to be the primary audio source. The AVA system is set to interrupt the alternate source when making announcements. Details provided on request.

### Multi-Language Support

Announcements may be made in any available second language using the on-device voice synthesizer.

### Sound Files

Passio’s AVA system allows users to upload a sound file to play at a particular route/trigger stop—either independently or along with the programmed stop announcement. Details provided on request

## “Announce” Your Community Connections

From delivering announcements in up to three languages (choose from 130) to the use of geofences as announcement triggers. From unlimited customization potential to the ease of use within the Passio Navigator console. Put it all together, and Passio’s AVA system can effortlessly elevate your transit system to the next level of customer service.

### Next Step: Learn More!

Reach out today and learn how Passio AVA can help you dramatically improve the rider experience, while helping you connect more closely with your ridership community. For more information or to request a demo, contact Passio at [sales@passiotech.com](mailto:sales@passiotech.com) or

call 678-825-3456

