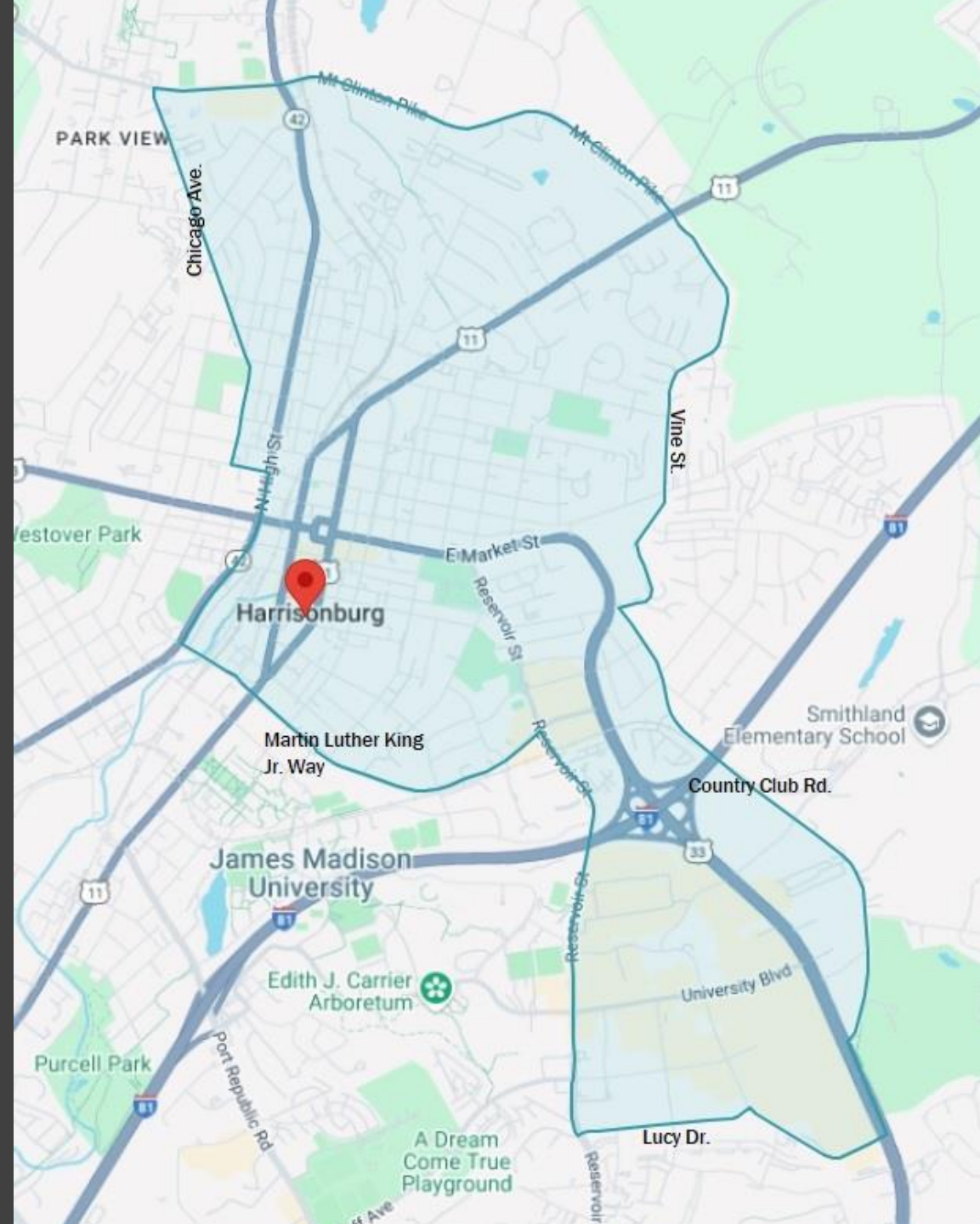


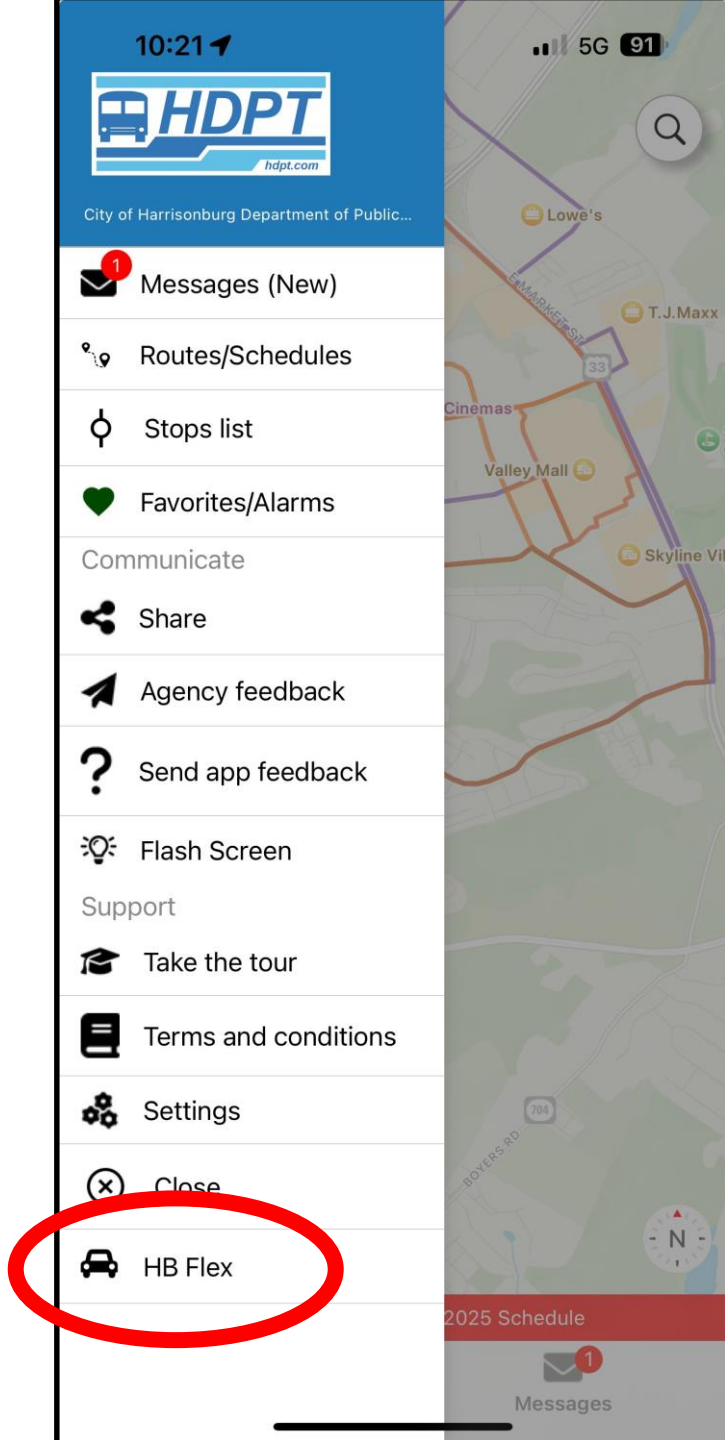
How to Ride

• •



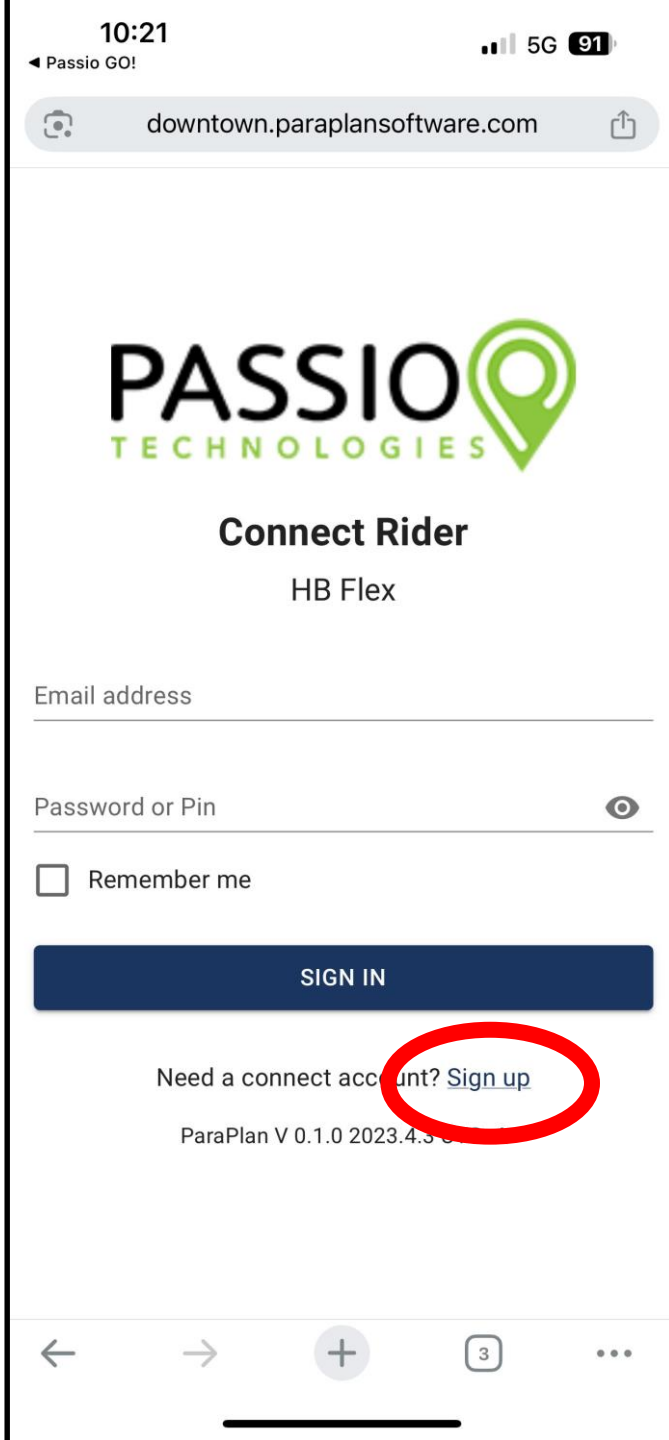
•





Passio Go app or passiogo.com

- Either download the Passio Go app or visit passiogo.com
- Make your agency the "City of Harrisonburg Department of Public Transportation"
- Select "HB Flex" from the menu



Either login to your account or sign up for one!

- To login, fill in your email address for your account and your password
- Don't have an account? Select "Sign up" to be taken to the registration page

10:22 5G 91
Passio GO!

downtown.paraplansoftware.com

+ Connect Signup
Already have an account? [Login](#)

Account Details

First Name

Last Name

Phone
+1

Birthday
04/15/2025

Email

Password

Password

confirmPassword

Accessibility

☐ I travel with a Personal Care Attendant

☐ I would like an ADA accessible vehicle

Wheelchair Type

Home Address

Address

CREATE ACCOUNT

Fill out all information to register and create an account for HB Flex!

- First & Last Name
- Valid phone number to receive notifications
- Valid email to receive notifications
- A password for your account
- Personal information for any ADA accommodations needed
- Home address
 - This will be your default "Pick Up" location; but may not be useable if it is not in the HB Flex service area.



Request A Ride

Pick Up Address

Address

1841 MANOR DR, HARRISONBURG, VA

Apt/Suite/Notes

Drop Off Address

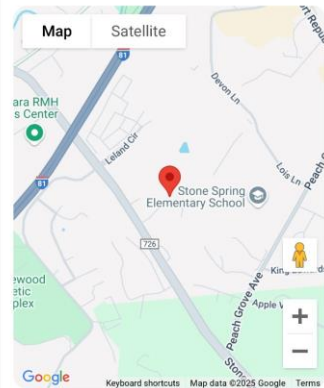
Address

Apt/Suite/Notes

Service

HB Flex PM

VIEW DETAILS



Times

I want to be

Picked Up

NOW

More Information

REQUEST TRIP

After logging in,
request a ride!

- For a ride to be requested, the following must be provided:
 - A valid Pick Up Address
 - A valid Drop Off Address
 - A time within the service hours of HB Flex
 - Information for additional passengers
 - Information for any ADA accommodations
 - i.e. mobility devices

10:26 5G 90

downtown.paraplansoftware.com

Connect Rider
Hb Flex

Request A Ride

Pick Up Address

Address
475 East Washington Street, Harrisonbur...

Apt/Suite/Notes

Drop Off Address

Address
409 South Main Street, Harrisonburg, VA,...

Apt/Suite/Notes

Service
HB Flex PM

Available services filtered due to times or locations

VIEW DETAILS

Map Satellite

Provide valid Pick Up and Drop Off Addresses for your ride

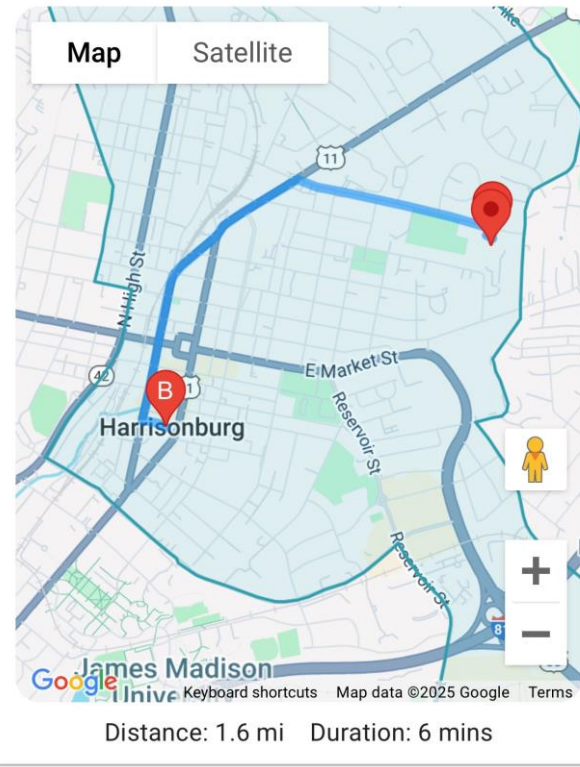
- Under "Service," it should display either:
 - HB Flex AM - if you are using HB Flex between 5am and 9am
 - HB Flex PM - if you are using HB Flex between 5pm and 11pm



Apt/Suite/Notes

Service

HB Flex PM

VIEW
DETAILSAvailable services filtered due to times or
locations

Times

I want to be

Check the map to make sure your ride is in our service area!

- Both your Pick Up Address and Drop Off Address should display as within the HB Flex service area on the map.
- If either address is not within the service area, the ride will not be accepted.

10:27 5G 90

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Connect Rider
Hb Flex

Times

I want to be
Picked Up

NOW

More Information

Wheelchair
Please select wheelchair options

☐ I have a wheelchair

☐ I need a wheelchair van

Wheelchair Type

Select a Time to be picked up & any ADA accomodations

- For your request to be accepted, the time of your ride must be within the hours of:
 - Monday through Saturday
 - 5am to 9am
 - 5pm to 11pm
- If you or another passenger on your trip are using a mobility device or need any ADA accommodations, please provide those details.

10:28 5G 89

downtown.paraplansoftware.com

Connect Rider
Hb Flex

Accessibility

Ambulatory

☐ I am a person with disability

Disabilities

Other Equipment

Extra Riders

0

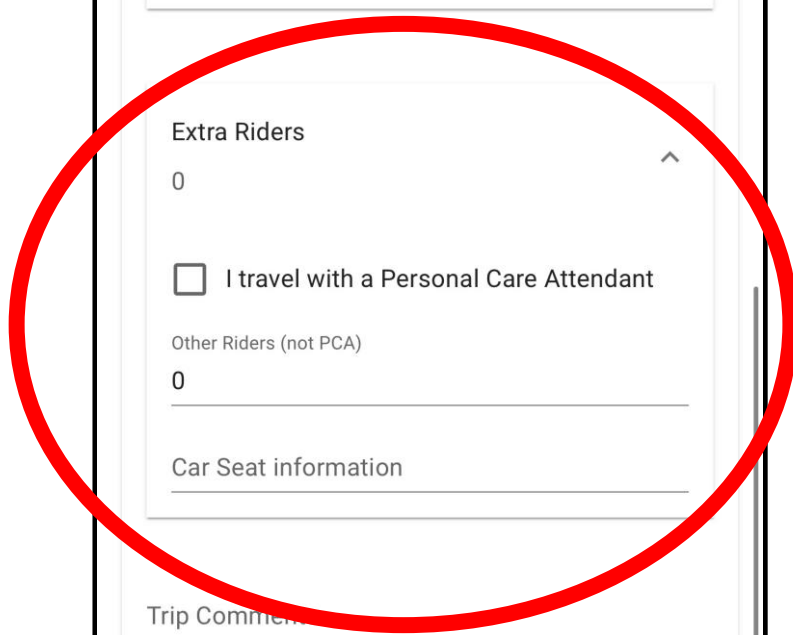
☐ I travel with a Personal Care Attendant

Other Riders (not PCA)

0

Car Seat information

Trip Comments



If you are requesting a ride and there is more than one passenger, please note that here!

10:28 5G 89

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Connect Rider
Hb Flex

Extra Riders
0

☐ I travel with a Personal Care Attendant

Other Riders (not PCA)
0

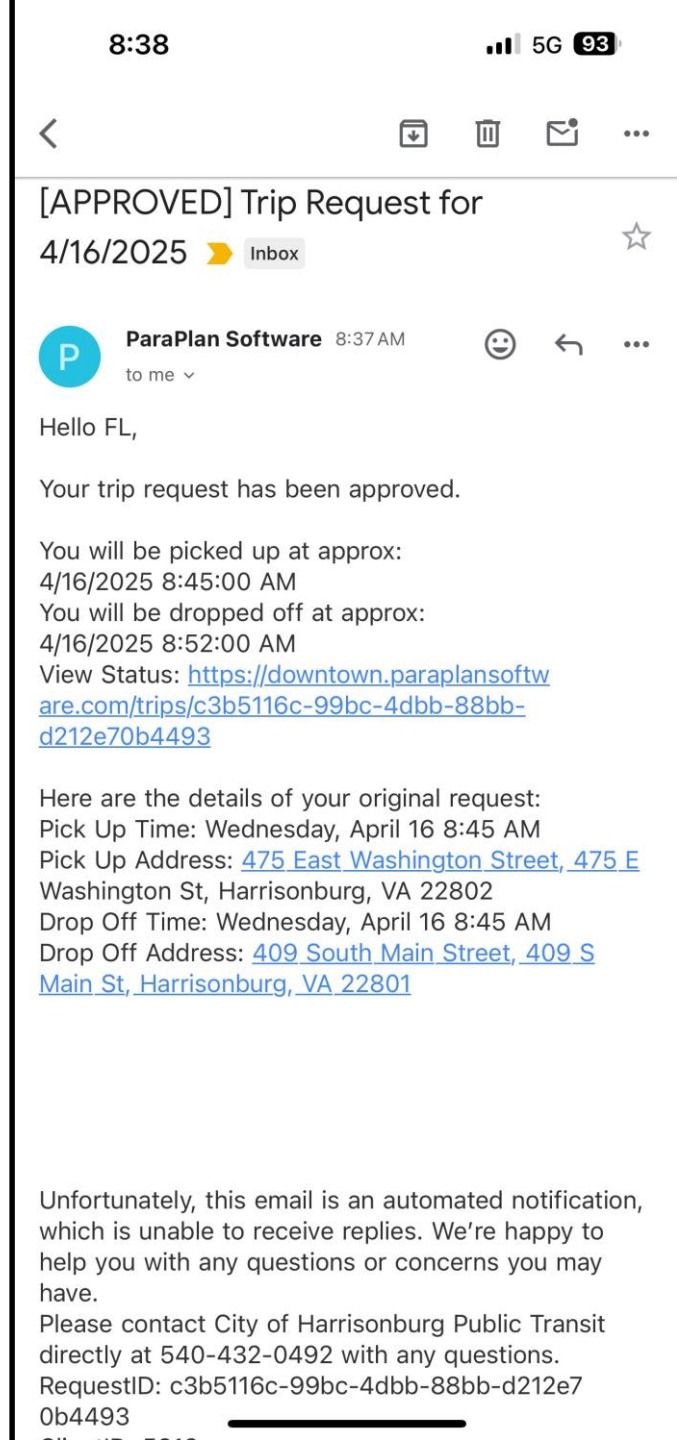
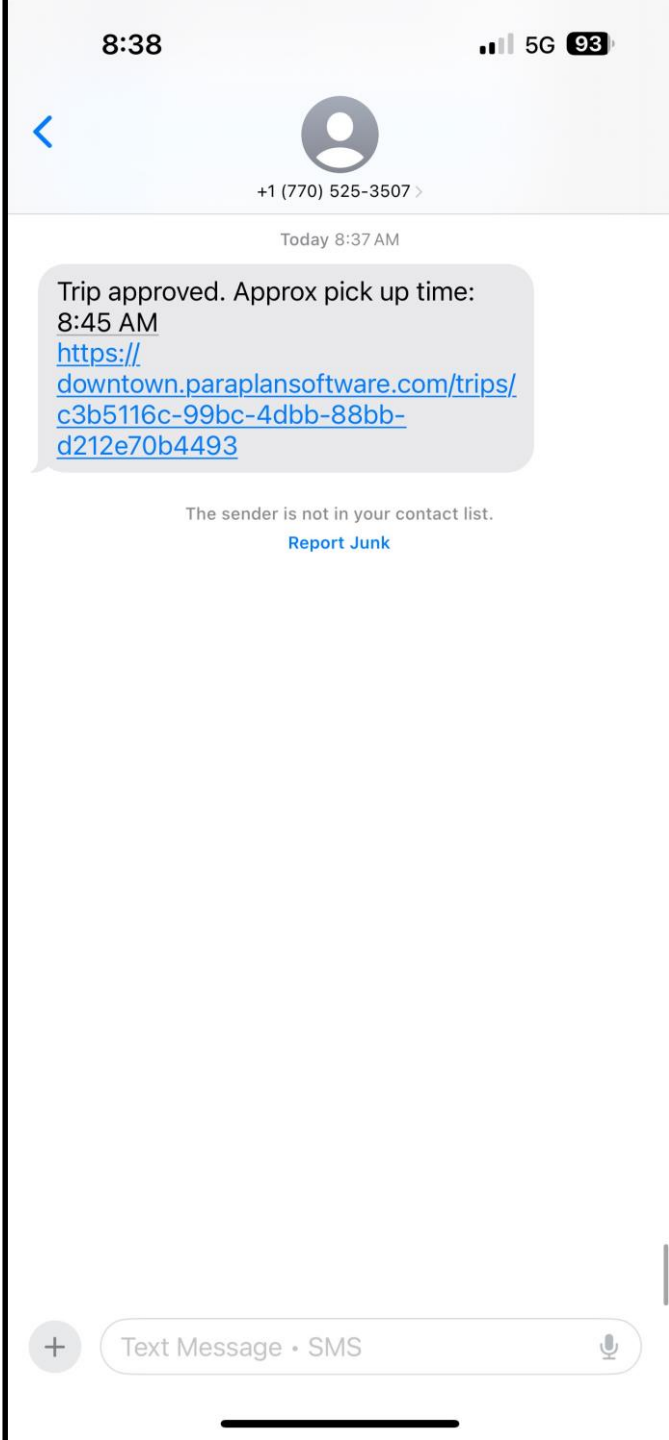
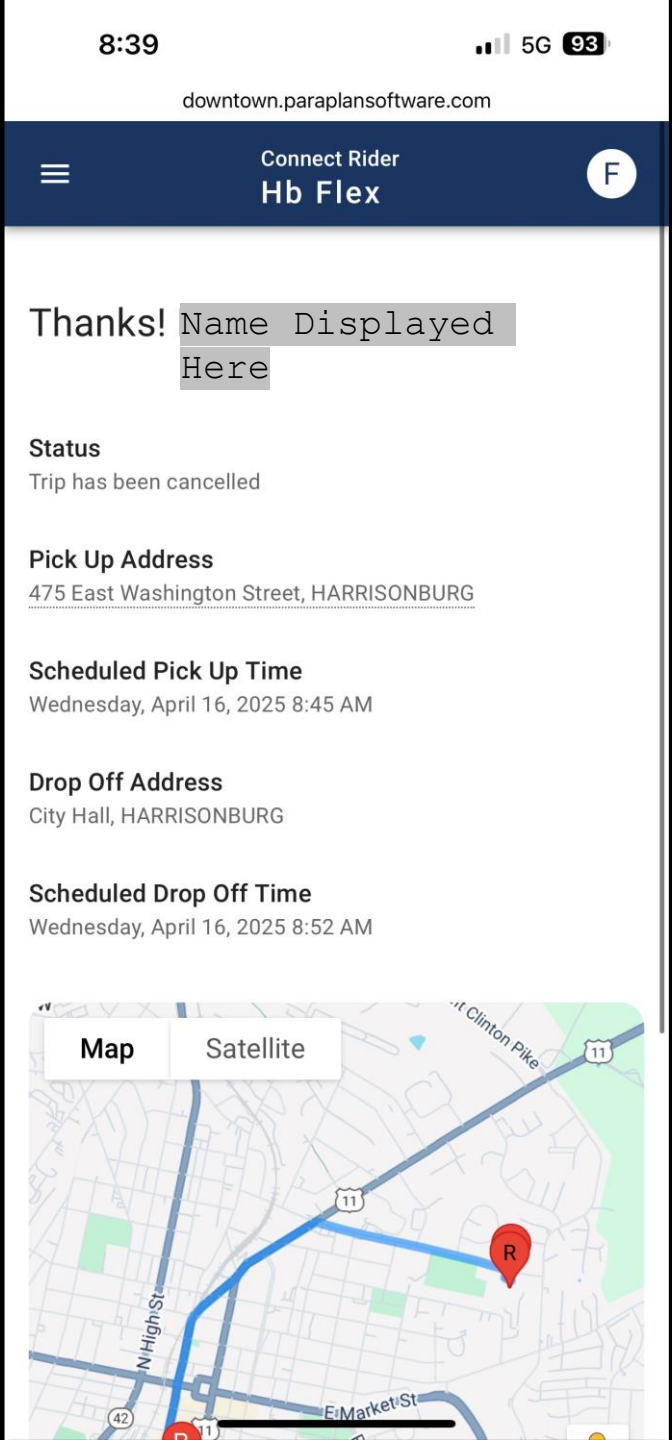
Car Seat information

Trip Comments

REQUEST TRIP

All information correct and you are ready to ride?

- Select "Request Trip"
- After you request your trip, the page will then show you the status of your request and where the vehicle picking you up currently is
- You will also receive a notification on your phone and email





Thanks! (test) Elliot Menge

Status

Approved. Waiting for assignment

Pick Up Address

McDonald's East, HARRISONBURG

Scheduled Pick Up Time

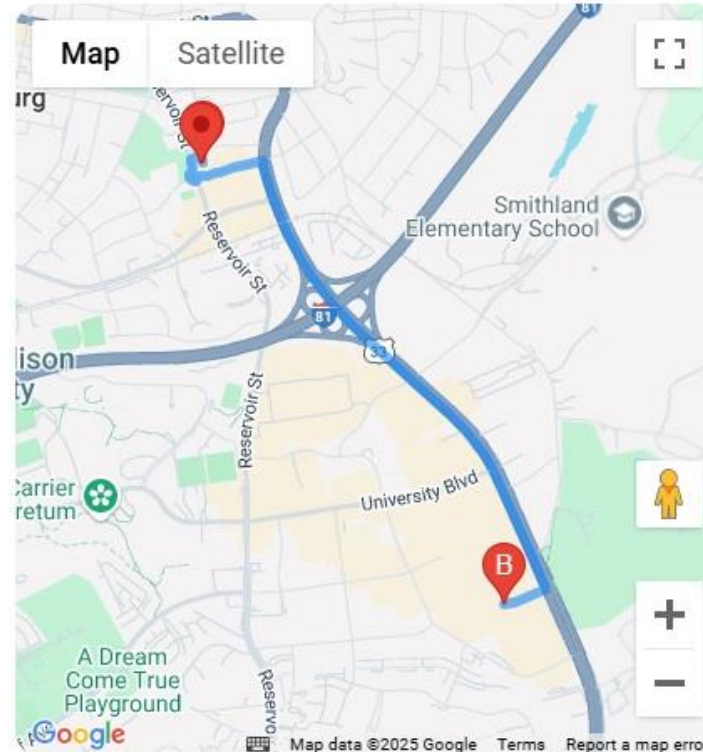
Friday, April 25, 2025 12:00 PM

Drop Off Address

2035 East Market Street, HARRISONBURG

Scheduled Drop Off Time

Friday, April 25, 2025 12:08 PM



Distance: 1.9 mi Duration: 8 mins

NEW TRIP

CLOSE

After requesting a ride, it will then get "Approved."



Thanks! (test) Elliot Menge

Status

Assigned to driver

Pick Up Address

McDonald's East, HARRISONBURG

Scheduled Pick Up Time

Friday, April 25, 2025 12:00 PM

ETA to arrival

Friday, April 25, 2025 11:57 AM

Drop Off Address

2035 East Market Street, HARRISONBURG

Scheduled Drop Off Time

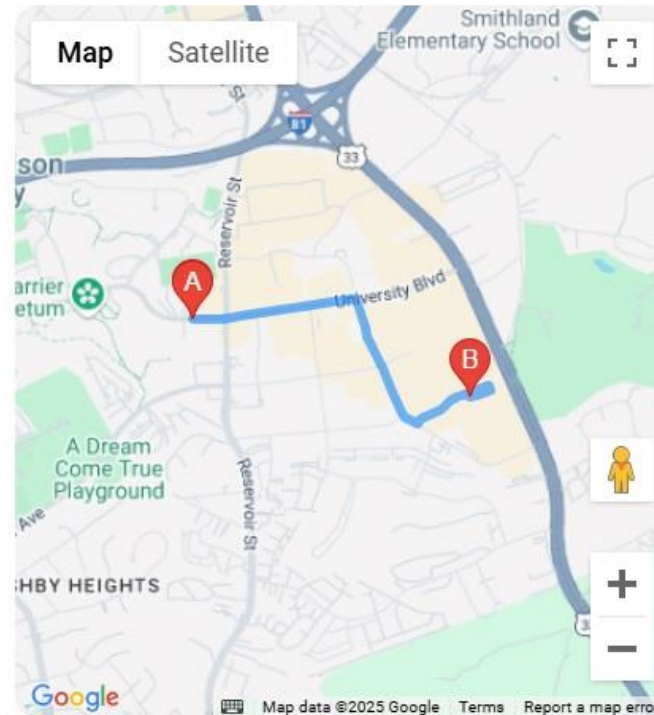
Friday, April 25, 2025 12:08 PM

ETA to drop off

Friday, April 25, 2025 12:08 PM

ETA to completion

Friday, April 25, 2025 12:11 PM



Distance: 1.2 mi Duration: 5 mins

Once approved,
it will then get
assigned to a
• specific driver.
You should then be able
to see where your driver
and their vehicle are
currently located as they
travel to pick you up!

NEW TRIP

CLOSE



Thanks! (test) Elliot Menge

Status

Driver is at pick up location

Pick Up Address

McDonald's East, HARRISONBURG

Scheduled Pick Up Time

Friday, April 25, 2025 12:00 PM

Arrived at

Friday, April 25, 2025 12:18 PM

Drop Off Address

2035 East Market Street, HARRISONBURG

Scheduled Drop Off Time

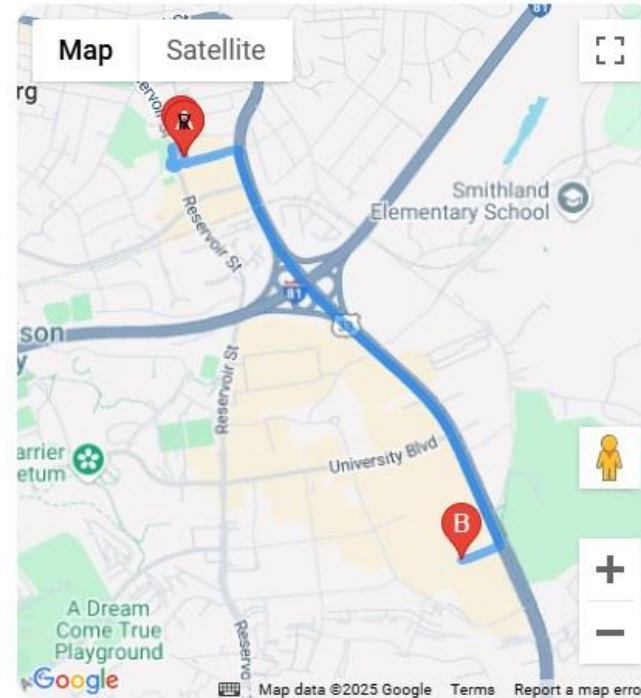
Friday, April 25, 2025 12:08 PM

ETA to drop off

Friday, April 25, 2025 12:26 PM

ETA to completion

Friday, April 25, 2025 12:29 PM



Distance: 1.9 mi Duration: 8 mins

Your Status will
update once your
driver has
arrived at your
pick-up address.

NEW TRIP

CLOSE



Thanks! (test) Elliot Menge

Status

Heading to drop off location

Pick Up Address

McDonald's East, HARRISONBURG

Scheduled Pick Up Time

Friday, April 25, 2025 12:00 PM

Arrived at

Friday, April 25, 2025 12:18 PM

Drop Off Address

2035 East Market Street, HARRISONBURG

Scheduled Drop Off Time

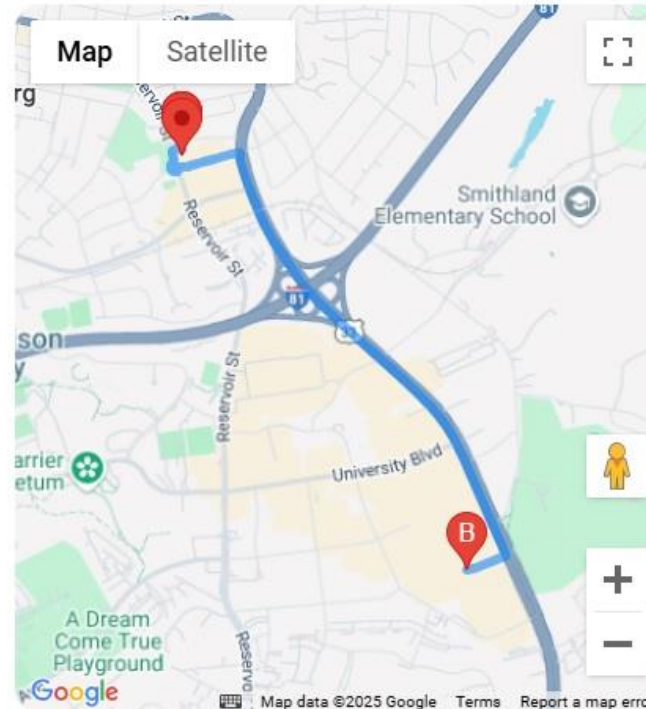
Friday, April 25, 2025 12:08 PM

ETA to drop off

Friday, April 25, 2025 12:23 PM

ETA to completion

Friday, April 25, 2025 12:26 PM



Distance: 1.9 mi Duration: 8 mins

Once you are on board the vehicle, your Status will update to show you are on the way to your destination!

NEW TRIP

CLOSE



Thanks! (test) Elliot Menge

Status

Trip has been completed

Pick Up Address

McDonald's East, HARRISONBURG

Scheduled Pick Up Time

Friday, April 25, 2025 12:00 PM

Arrived at

Friday, April 25, 2025 12:18 PM

Drop Off Address

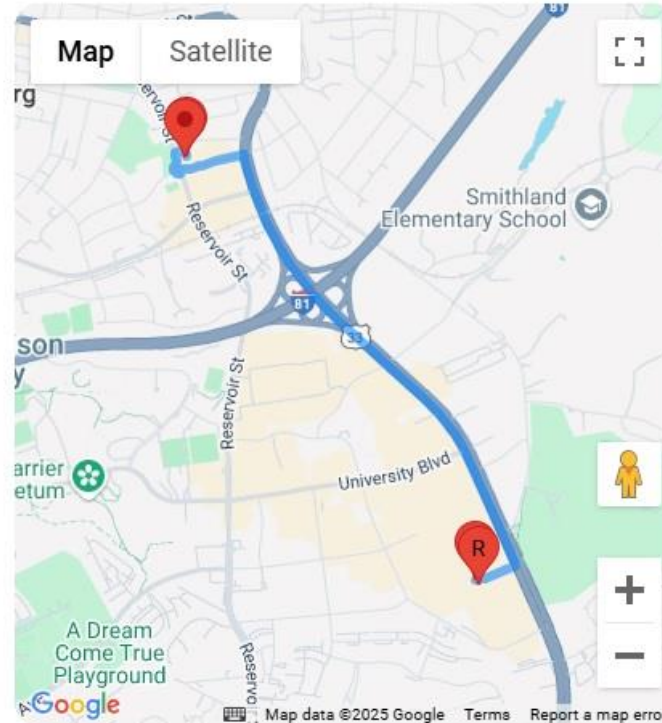
2035 East Market Street, HARRISONBURG

Scheduled Drop Off Time

Friday, April 25, 2025 12:08 PM

Completed at

Friday, April 25, 2025 12:30 PM



Distance: 1.9 mi Duration: 8 mins

NEW TRIP

CLOSE

After you are dropped off at your destination, your Status will update to show your ride was completed.

Have questions
about



Visit <https://www.harrisonburgva.gov/bus-service>
to review our Frequently Asked Questions about HB
Flex

~OR~

Call Harrisonburg Transit's Dispatch at
540.432.0492