



Passage+ Frequently Asked Questions

What is Passage+?

Passage+ is the official mobile app from the St. Lawrence Seaway Management Corporation (SLSMC) for St. Lawrence Seaway bridge information. The app helps residents, commuters, businesses and visitors better plan their travel through Seaway communities by providing current bridge status, expected bridge lift times, and vessel activity.

Why should I download Passage+ if I already use Waze or Google Maps?

Waze and Google Maps display current bridge status information provided by the SLSMC. Passage+ complements those platforms by providing additional official bridge information, including expected bridge lift times, vessel activity and bridge maintenance notices, helping travellers better plan their trip.

Which bridges are included in Passage+?

Passage+ includes movable bridges operated by the St. Lawrence Seaway Management Corporation.

Is Passage+ free?

Yes. Passage+ is available free of charge for Apple and Android devices.

Can I still use the Bridge Status page on the SLSMC website?

The existing Bridge Status page will continue to be available. Passage+ simply provides another convenient way to access official bridge information while you're on the go.

Do I need to create an account?

No. Passage+ does not require users to create an account or sign in.

Using Passage+

What do the status colours mean?

Each bridge status is shown using a colour.

-  Green – Bridge is available.
-  Orange – Bridge will soon be unavailable.
-  Red – Bridge is unavailable.
-  Grey – Bridge status is unknown.

What do the icons beside the bridge status mean?

These icons help you quickly understand the bridge status.

-  Checkmark – Bridge is available (green button).
-  Warning triangle – Bridge will soon be unavailable (orange button).
-  No entry symbol – Bridge is unavailable (red button).
- No icon is shown when the status is unknown (grey button).

What do the car icons mean?

The three car icons represent the same colour as the bridge status.

What does the amber warning icon mean?

It means there is a maintenance notice for that bridge. Tap it to read the full maintenance details.

Maps and Vessel Information

What does the map pin icon colour mean?

Tap the map pin to open the map.

The colour indicates nearby vessel activity.

-  Black – No vessels are approaching the bridge within 5 km, or vessel data is unavailable.
-  Blue – A vessel within 5 km is approaching the bridge.
-  Red – A vessel within 5 km is approaching the bridge and is behind schedule.

Why is the map icon red while the bridge status is green?

If a vessel is behind schedule, there is no estimated time for the bridge lift. This means the vessel could resume moving at any time, resulting in a bridge lift without much notice.

How do I view a bridge on the map?

Tap the map pin icon on any bridge. This opens a full map view centred on the bridge and shows nearby vessels. Tap any vessel arrow on the map to see its name, destination and delay status.

What do the arrow icons on the map mean?

Each arrow represents a vessel in active transit on the Seaway. The arrow shows the direction the vessel is moving.

 Blue arrow – Vessel is in normal transit.

 Red arrow – Vessel is behind schedule.

Tap an arrow to see the vessel name, destination and delay status.

Settings

Why am I seeing all bridges instead of only nearby ones?

The app uses your location to show bridges within your selected range.

If location permission has not been granted, or location services are turned off, the app displays all bridges in the Seaway system.

To enable location access, go to your device Settings → Privacy → Location Services and allow access for this app.

How do I change the search radius?

Tap the Settings icon () in the top- right corner of the main screen.

Use the slider or enter a value directly to choose a search radius between 1 and 1000 km.

Tap Save to apply your changes.

How do I change the language?

Tap the Settings icon () and switch between English and French.

The app automatically detects your device language the first time it is opened.

Data and Updates

How often is the bridge status updated?

The app automatically refreshes bridge status information every 60 seconds.

You can also refresh the information at any time by tapping the refresh icon ()

How often are vessel positions updated?

Vessel positions are refreshed every 5 minutes.

How accurate are the estimated arrival times?

Estimated Time of Arrival (ETA) predictions shown for bridge lifts are approximations based on vessel transit data.

Actual times may vary due to traffic, weather and operational conditions.

Where does the data come from?

Bridge status data is provided by the St. Lawrence Seaway Management Corporation (greatlakes-seaway.com). Vessel transit data is sourced from the Seaway VIS (Vessel Information System) API.