

On Demand SMS for Transit

GovDelivery provides real-time information delivery via text message to improve service to riders. On-Demand SMS allows agencies to efficiently deliver real-time information to individuals upon their request, whenever and wherever they need it.

PROVIDE RELEVANT, REAL-TIME INFORMATION WHEREVER RIDERS ARE

Text messages provide an effective messaging channel for appropriately brief, time-sensitive content. On-Demand SMS technology allows you to communicate information to riders upon request, ensuring the most relevant and current update.

EFFICIENT, PROACTIVE PUBLIC COMMUNICATION SOLUTION

Text messaging provides transit agencies with an additional communication channel to provide better service to riders. By communicating targeted information through SMS alerts to only those riders who request it, agencies are able to effectively manage transactional fees.

“Instant communication is a necessity. BART is committed to keeping customers up-to-date, whether it’s via mobile text message alerts, RSS or email. GovDelivery has enhanced our service and improved customer satisfaction.”

-Timothy Moore, Bay Area Rapid Transit, Website Manager

INCREASE RIDER SATISFACTION AND RIDERSHIP

GovDelivery delivers the right information to the right people – your riders – at the right time, increasing customer satisfaction and ridership. GovDelivery’s On-Demand SMS delivers the answer to riders’ most frequently asked question of “when does my bus arrive?” and reduces the number of calls fielded by customer service representatives.

STRAIGHTFORWARD INTEGRATION AND COMPLETE AUTOMATION

Operating on a Software as a Service (SaaS) platform, GovDelivery does not require agencies to install any hardware or software. On-Demand SMS integrates with any XML data feed; GovDelivery finds the queried data and automatically responds with real-time information.

