

Transit Agencies Get Results with GovDelivery

Give your riders information where they need it, when they need it. GovDelivery keep riders up-to-date on the latest route, schedule, and fare information, and other issues that affect their trips on public transportation. GovDelivery keeps riders informed by proactively sending email and wireless alerts when updates occur to specific information relevant to that individual.



"Instant communication is a necessity. BART is committed to keeping customers up-to-date, whether it's via mobile wireless alerts, RSS or email. It was easy to implement the GovDelivery service using API integration with existing RSS feeds. The setup was quick and the GovDelivery client services team is outstanding. GovDelivery has enhanced our service and improved customer satisfaction."

- Tim Moore, BART

Since launching GovDelivery in April 2008 Bay Area Rapid Transit (BART):

- Registered more than **96,000 subscribers**.
- Sent more than **500,000 emails to riders**.
- Incorporated 17 unique subscription topics including:
 - BARTimes Newsletter
 - BART Earthquake Safety Program
 - BART Surveys and Other Research



"The GovDelivery System provides DART with an additional tool to provide up-to-the-minute service notifications when conditions are rapidly changing."

-Elizabeth Elam, DART

Since launching GovDelivery in January 2007 Dallas Area Rapid Transit (DART):

- Registered more than **4,000 subscribers**.
- Sent more than **480,000 emails to riders**.
- Incorporated **156 unique subscription topics** including:
 - Rider Alerts
 - Emergency Notifications
 - Route Changes



"GovDelivery is a turnkey solution that put us in business right away and improved our customer service."

-Kim Duncan, Executive Director, TriMet

Since launching GovDelivery in February 2003 TriMet (Portland, Oregon) has:

- Signed up more than **19,000 subscribers**.
- Sent over **4.4 million emails to riders**.
- Added **125 unique subscription topics** including:
 - Rider Alerts
 - Route Changes
 - Emergency Notifications

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"We are always working to provide information to the public as efficiently and effectively as possible. By moving to an electronic format, we can provide many more issues with more timely information for a fraction of the cost of a print newsletter"

– Curtis Myles, Deputy General Manager, RTC

Since launching GovDelivery in January 2004 the Regional Transportation Commission of Southern Nevada (RTC):

- Signed up more than **3,100 subscribers**.
- Sent more than **163,000 emails to riders**.
- Offered more than **120 unique subscription topics** including:
- Incorporated subscription items including:
 - Finance Committee Meetings
 - Metropolitan Planning Projects
 - Schedule & Route change information



Since launching GovDelivery in April 2007 Los Angeles County Metro Transportation Authority has:

- Signed up more than **5,500 subscribers**.
- Sent over **520,000 emails**.
- Added nearly **200 unique subscription topics** including:
 - Construction notices
 - Facts at a glance
 - Congestion Reduction Choices



Since launching GovDelivery in January 2006 Omnitrans (California) has:

- Signed up more than **3,100 subscribers**.
- Sent over **72,000 emails**.
- Added 45 unique subscription topics including:
 - Future Transit Projects
 - Meeting Agendas
 - Press Releases



Since launching GovDelivery in January 2006 Hampton Roads Transit (Virginia) has:

- Signed up more than **3,400 subscribers**.
- Sent over **105,000 emails**.
- Added **137 unique subscription topics** including:
 - Passenger Alerts
 - Peninsula Corridor Public Meetings & Events