

ON TRACK

SUNRAIL NEWS & INFORMATION FOR CENTRAL FLORIDA'S BUSINESS COMMUNITY



ISSUE 11 • APRIL 2017

text **SUNRAIL**
to **31996**
FREE train
status updates

Train Status Gets a Whole New Look

Due in part to rider requests and SunRail's Customer Advisory Council, SunRail began two new ways of informing passengers about train status. The goal is to provide more specific information about train status to passengers before they arrive, and while they are at the stations.

On March 31, SunRail began its Text Alert service. This free service is available for any SunRail rider, simply by texting SUNRAIL to 31996 on their mobile device. SunRail now sends texts for any train alerts, including delays by six minutes or more. The text alerts are intended to assist passengers in their travel before they arrive at the station.

SunRail also began a new on-platform announcement system on April 3. The new announcements also inform passengers about train status, including arrival times. Passengers now hear announcements such as, "the next SunRail train will arrive in 2 minutes" audibly on the platform.

"The on-platform alerts have been very well received by passengers and our station Ambassadors. We all feel more at ease when being communicated to about train status while waiting at the station," said SunRail CEO, Nicola Liquori, "and our passengers have told us they welcome the change. We are always evaluating how we can do things better at SunRail, so we will be collecting rider feedback on both the on-platform announcements and the text alerts to see if we need to make any adjustments to what is being communicated in the future."

If you would like to begin receiving text alerts from SunRail, text SUNRAIL to 31996 on your mobile device.

DID YOU KNOW?

The DeBary station parking lot is expanding by an additional 211 spaces. Construction is due to be complete in May 2017.

FAST FACTS

SunRail's
Average
On-Time
Performance
is 98.78%

GET IN TOUCH:

For more information on how you can help your employees commute with SunRail, email info@SunRail.com or visit SunRail.com/SunRail-For-Business

