



# Floodgate

Prepare for any disruption.  
Quickly notify your riders when  
the unexpected happens.



Paratransit service providers play an important role in supporting emergency contingencies within the communities they serve. Robust disaster response means having the ability to quickly communicate with your passengers during disruptions and unexpected events.

Floodgate Messaging offers a reliable mass notification system that automates delivery of messages through Interactive Voice Response (IVR) to all or a large segment of your paratransit customers. It integrates directly with your PASS software and has a simple, user-friendly interface that enables your staff to quickly compose and send messages. Whether providing alerts about severe weather conditions or evacuation plans, shelter-in-place guidance, and service information to riders attempting to return home during an emergency or in life-threatening situations, Floodgate effectively communicates important messages through automated calling, promptly getting critical information to your passengers when the unexpected happens.

## Overview

### Keep Passengers Fully Informed During Emergencies

- Sends critical information to paratransit passengers within minutes through a cloud-based, API-enabled Interactive Voice Response (IVR) system. (e.g., “Security alert in George County. Shelter in place. Lock doors and windows. Await further information. All trips are cancelled until further notice.”)
- Sends messages to all clients or sets up multiple messages to send to different groups within a specific trip-date range
- Provides option to send messages immediately or at a scheduled date and time

### Quickly Compose and Send Messages

- Easy and intuitive interface allows users to send messages in a few, simple steps
- Enables users to view messages based on status – pending, scheduled, or sent
- Allows for preview, review, and editing of messages before sending
- Provides multi-language options and can be sent in more than one language if required (e.g., English, French, Spanish)

## Agency Benefits

### Enhanced Passenger Communication

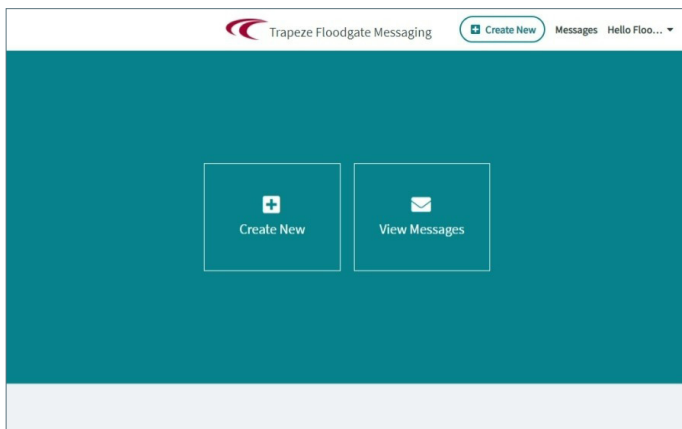
Passenger safety and well-being is an agency's foremost priority during emergencies. Floodgate enables you to quickly and cost-effectively relay critical information to riders during these situations, keeping them updated about service suspensions or changes, or extreme weather conditions that may impact their safety or travel.

### Robust Emergency Preparedness

Every paratransit operation prepares for the worst scenarios to help safeguard riders. By providing a quick and efficient way to communicate with your passengers during emergencies, Floodgate enables you to concentrate on other priority actions needed to provide critical support to the community at this time.

### Call-Center Relief

Floodgate eases the burden on call-center operations to quickly get important information out to riders during emergencies to avoid challenges such as having to call passengers late into the night to advise them of service changes.



Messaging Home Screen

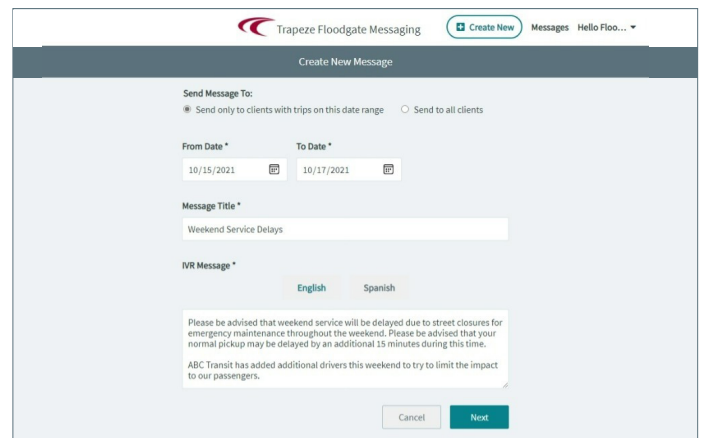
## Passenger Benefits

### Passenger Safeguarding

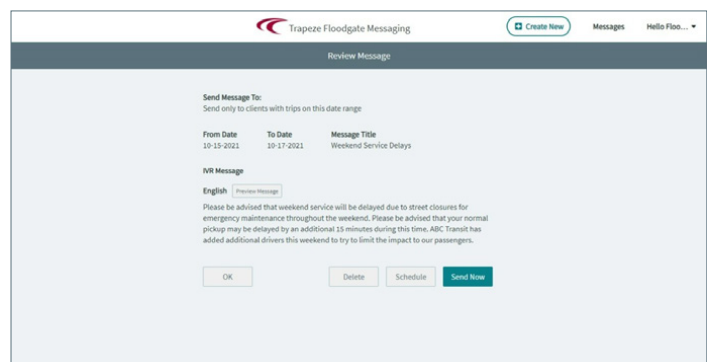
- Improves safety outcomes for paratransit passengers by providing them with timely and accurate information (e.g., service alerts before, during, and after critical events) about an ongoing situation so they can be better prepared

### Peace of Mind

- Quick and clear communication about service continuity helps remove uncertainty during unexpected situations for your riders and their families/representatives



New Message Screen



Floodgate - Review Message Screen

*Connect with our Experts*