Outbound

(General Bus Arrival - If we are not electronically boarding, we can still use this message)

Your bus from [RP] is now at your [CITY NAME] Rally Point and ready for boarding. We will depart for [Venue Name] at [DEPARTURE TIME] sharp. Please make your way to [RP LOCATION] and look for a [Bus Color + Bus Co Name] bus.

(General 10-Min Warning - If we are not electronically boarding, we can still use this message)

Your bus from [RP] is set to depart for [Venue Name] in 10 minutes. Please make your way to [RP LOCATION] and look for a [Bus Color + Bus Co Name] bus for a prompt [Trip Time] departure.

ex:
Your bus from Seattle is set to depart for the Gorge in FIVE minutes. Please make your way to 298 S. King Street and look for a white Starline bus for a prompt 1:03pm departure.

(To Riders Running Late - Specifically for Non-Boarded riders)

You are receiving this message because you have not yet boarded your bus from [RP] to [Venue Name], which is set to depart in [X] minutes. Look for a [Bus Color + Bus Co Name]. Your driver is [Driver Name]. We will be leaving promptly at [Trip Time].

(Change to Pick-up Location)

Due to a construction interference, there has been a slight change to your pickup point. Please meet your bus [at/on NEW LOCATION]. Look for a [Bus Color + Bus Co Name]. We apologize for any inconvenience and thank you for your patience and understanding.

Delayed on Route

Your [Bus Color + Bus Co Name] is currently en route from [PRIOR RP ON ROUTE], but [EXPLANATION FOR DELAY] and will be delayed to [CURRENT RP]. Current ETA is approximately [ETA] but we will continue to keep you updated. Please be in the area of the pick-up by [15-20 min prior to ETA] so we can depart promptly upon arrival.

Ex:
Your white Starline bus is currently en route from Seattle, but hit traffic in the Snoqualmie Pass and will be delayed to Ellensburg. Current ETA is approximately 3:15pm but we will continue to keep you updated. Please be in the area of the pick-up by 3pm so we can depart promptly upon arrival.

We just spoke with your driver, Rebecca. In addition to construction in the Pass, there is also an accident now causing significant delays. Rebecca's best guess on ETA to your Ellensburg pick-up is 35 minutes, indicating a 3:40 PM arrival. Thank you for your patience and understanding; she is getting to you as fast as she can. We will keep you posted as we receive additional information.

Return

(Event End Message - If we are not electronically boarding, we can still use this message)

Now that [Event Name] has ended, you have 45 minutes to get back to your bus home to [RP]. Please make your way to the bus for a prompt [Departure Time] departure.

(General 10-Min Warning - If we are not electronically boarding, we can still use this message)

Your bus home to [RP] from [Venue Name] is set to depart in 10 minutes. Please make your way to the bus for a prompt [Departure Time] departure.

(To Riders Running Late - Should only be used if we are tracking Return - Non-Boarded)

You are receiving this message because you have not yet boarded your bus home to [RP] from [Venue Name], which is set to depart in [X] minutes. As a reminder, look for a [Bus Color + Bus Co Name]. Your driver is [Driver Name]. We will be leaving promptly at [Departure Time].