



## SERVICE ADVISORY

**February 27, 2017**

### **SOUTH SHORE DISCONTINUING SMS/TEXT MESSAGE SERVICE ALERTS**

The South Shore Line is committed to providing our riders with clear, timely and accurate information on the status of our service. This includes letting you know when we don't know the length of a delay or service disruption.

After careful consideration, the South Shore Line has decided to discontinue the use of sms/text messaging for service alerts. We are asking all text alert subscribers to change their preference to e-mail if they wish to continue receiving delivered service alerts. This change takes effect on March 19, 2017.

We have found that text message service alerts, which limit us to using a total of 160 characters, do not provide sufficient space to effectively describe service delays and disruptions. In addition, the text platform relies on a subscriber's cell service provider, which at times, has resulted in delays in delivering messages.

If you wish to receive service alerts via e-mail, please click [here](#) to change your service preferences to e-mail.

In addition to e-mail alerts, we will continue providing important service updates at the top of our home page at [www.mysouthshoreline.com](http://www.mysouthshoreline.com), on our mobile app, the public address and digital message boards between South Bend and Hegewisch. We also recently established a direct audio connection between our Passenger Communication Office in Michigan City and the Millennium Station platform. Please note, however, that we remain dependent on Metra for broadcasting South Shore delays that may occur along the Metra Electric Corridor. We will also keep our train crews informed so they can reliably relay service status information to passengers stopped en route.

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