FerryUpdate

Get an email whenever the ferry schedule changes!
Contents

Topics covered:
• What is FerryUpdate?
• How does it work? (Examples)
• What does this mean for me?
• When might this be useful?
• What types of messages will I get?
• What will the email say?
• What do I say in an email?
• How many messages will I get?
• How Do I Join FerryUpdate?
• Tips
• Can I get Online Access?
What is FerryUpdate?

• FerryUpdate is a Yahoo “eGroup” service
• It is normal Yahoo group,
• BUT only about Ferry schedule changes
  – And just the facts
  – No discussions, complaints or suggestions
  – “Just the facts, M’am.”
• You join FerryUpdate and become a member of the group (it needs your email address)
• All members get all the emails!
How does it work?

• Members send an email to: FerryUpdate@yahoogroups.com
• Their email message goes to everyone in the group.
• That is it.

Let’s look at an example...
1) Bill Notices that the 9:00 AM boat is running late...
2) Bill Sends an email to FerryUpdate. ...

From: FerryUpdate@yahoo.com (on behalf of Bill Kime <bk@waddingtons.ca>)
To: FerryUpdate@yahoo.com
Cc: 
Subject: [FerryUpdate] Ongiara off schedule

Leaving the city now at 9:20

Bill Kime
bk@waddingtons.ca
3) FerryUpdate sends Bill’s email to all members...

From: FerryUpdate@yahoogroups.com on behalf of Bill Kime
To: FerryUpdate@yahoogroups.com
Cc: 
Subject: [FerryUpdate] Ongiara off schedule

Leaving the city now at 9:20

Bill Kime
bk@waddingtons.ca
4) You learn about it too...

From: FerryUpdate@yahoo.com on behalf of Bill Kime <billkime@waddingtons.ca>  
To: Ferryupdate@yahoo.com  
Cc:  
Subject: [FerryUpdate] Ongisara off schedule

Leaving the city now at 9:20 

Bill Kime  
bk@waddingtons.ca
5) You change your plans

Leaving the city now at 9:20

Bill Kime
bkc@waddingtons.ca
What does this mean for me?

• It means that whenever ANYONE learns of a change in the ferry service, you will know it too!
• What one of us knows we all know.
• It is like the “Borg” in Star Trek.

(The Borg shared one mind across many bodies.)
When might this be useful?

• You will just miss the 5:30 so are taking your time before catching the 6:15 PM boat home. FerryUpdate tells you the boat is 15 minutes behind. You catch the 5:45ish boat instead.

• You are going to catch the 8:15 boat in for that critical 9:00 AM meeting. At 7:45 AM FerryUpdate tells you the boat is going to Hanlans. You catch the 8:00 AM Bus and make your meeting on time.

• You are in the city about to go shopping and load up your wagon. FerryUpdate tells you that we are going to Hanlans. You skip the watermelons.
What Types of Messages Will I Get?

• Official Notices from Ferry Management
• Facts and informed opinions from boat staff
• Ad-hoc schedule changes (e.g. Running late)
• Boat sightings
• Boat non-sightings
• Other observations and
• **Bus** updates too
• Rare messages from the moderator
What does the email say?

• The emails contain facts about changes to the ferry schedule.
• Let’s look at some examples:
Note: This is a perfect FerryUpdate email! Well done Vanessa!
Why is this a perfect email? Why does Ness always get the gold star?
1) The title is a summary of the main fact.
2) The title is prefixed by the time.
3) The body has additional facts that help the reader.
4) There is nothing but facts! (With no “tone”.)
5) The information is new. (It has not been sent before.)
Another perfect email.
Thanks Fran!
What Do I Say in an Email?

• At the end of each email the policy and guidelines are stated:

NOTE:
Please DO NOT use REPLY ALL to post this group. Use a new post instead.
For a new post, click this link: mailto:FerryUpdate@yahoogroups.com
Please put core information in the SUBJECT line prefixed with the time as in ‘9:25AM Boat arrived at Wards’

All postings to the group must meet the posting policy below:
1) Please only post FACTS regarding ferry service (and/or associated bus service.)
2) Discussions, opinions, complaints, etc. are NOT for the FerryUpdate group.
3) Once a fact is shared, please don’t repeat it.

For questions, concerns, suggestions and new members, contract the moderator by sending an email to FerryUpdate-owner@yahoogroups.com

Thank you
FerryUpdate Moderator

• The Moderator will privately remind those who transgress the guidelines. Know that this is going on behind the scenes, as you will not see the emails.
• Keep in mind we are all trying to help each other, so the rules are easy and we will be forgiving. If you violate the policy, you will get an email from the Moderator. Don’t send an apology to the group or that would be a second violation!
How Many Message Will I get?

- As few as possible
- As many as necessary
- It depends how smoothly the Ferry Operations run
- The volume this past winter was unprecedented.
- Three months with over 100 messages!
- Summer months are usually zero.
How Do I Join FerryUpdate?

• Simply send an email to the moderator: 
  FerryUpdate-owner@yahoogroups.com

• The moderator will send you an invitation to join the group.

• You accept the invitation.

• You are now a member.

• You now get all the FerryUpdate messages!
TIPS

• 1) Add a contact to your system like:
  
  Name: FerryUpdate  
  Email: FerryUpdate@yahoogroups.com

  *(This prevents messages from becoming SPAM/JUNK.  
  It also makes it easy for you to post: just type in “Ferry” 
  and the address should pop up.)*

• 2) Make sure you post messages from the 
  subscribed email address!

  *(Only subscribed members can post to FerryUpdate.)*
Can I Get Online Access?

• In the invitation, you can simply join as an email address.

• However, if you set up a Yahoo userid, you can get online access to this and all your groups!

• This lets you search through and view old messages.
Now what questions could you possibly have?

Send them to:

FerryUpdate-owner@yahoogroups.com