



**Riders Advisory Council
September 6, 2018
Staff Responses to Rider Concerns**

Complaint/Compliment/Concern:

1. Need more stops; the RTA should ask riders where they want stops.

Response: Phase 1 of the TDP will address many current bus stop concerns and route realignments making service more efficient with shorter run times and extended hours on week days and weekends. Bus stops will be strategically placed along new routes. Changes are due to occur in spring of 2019.

Complaint/Compliment/Concern:

2. Jorge Tirigall said he can use the 405 one way to get to the Miller library but can't make the return trip because there is no sidewalk.

Response: Jorge stated he is able to make the round trip to the Miller library even if there isn't a sidewalk. Astamay Curtis asked why there is not a sidewalk but a bunch of rocks. What can be done to improve this stop? Clive responded that there are over 500 current stops and enhancements are based on priority. Improvements to stops are also more costly and involved today due to ADA compliancy issues such as curb cuts, ramps and pouring necessary sidewalks.

Complaint/Compliment/Concern:

3. The 405/Yellow route should go to further west to Bethany Lane.

Response: The future TDP will be addressing this situation.

Complaint/Compliment/Concern:

4. Roxanne Ford asked about using old fare media after September 30. Cristin said the RTA could do an exchange for new media.

Response:

Call-Center has been receiving calls and processing requests to exchange tickets/passes. Riders will get the option to come to our office or a road supervisor will go to their prefer location for a ticket exchange. All riders or/and ticket exchange request have been conducted.





Complaint/Compliment/Concern:

5. Roxanne described an incident when her pick up time was 5:00 but she got picked up at 5:40. She sat in the heat for the whole time. The driver had to pick up another rider and then headed the wrong direction for Roxanne's pick up; the driver didn't know until last minute there would be two wheelchairs during the trip. Her conclusion is that there are big problems with scheduling.

Response:

No, there are not big problems with the scheduling. Upon looking at this incident the operator failed to inform dispatch that they were running late and they did not follow the GPS directions correctly from the tablet. The operator made a wrong turn and failed to report this to the dispatcher. The information could be conveyed to Ms. Ford so she would not have had to wait in the heat.

Protocol: All operators are to inform the dispatcher on duty if they are running 10 minutes behind schedule or if they predict they will be late for a pick-up.

Complaint/Compliment/Concern:

6. In response to questions Victor explained the ID card policy/procedures.

Response:

As of July 1st, 2018 Free RTA Certified Rider ID cards are being issued to fixed route riders. To obtain a card, rider must be 60 years or older or have a disability. All riders that have an old \$1.00 Reduced Fixed Route ID card are being notified that the new card is available and schedule a time for them to visit the office to process their new card. If necessary transportation is being provided. New ID's are processed and sent in the mail. Efforts are being made to visit organizations such as Humanim to accommodate numerous riders at one time.

Complaint/Compliment/Concern:

7. One attendee's son rides RTA Mobility but RTA Mobility has only one stop at Columbia Mall which makes it inconvenient for Mobility riders; can there be more mobility stops at the Mall? Victor and Andrew stated that multiple Mobility stops at the Mall is not safe and makes it difficult for drivers to find the rider. Having more than one stop at the Mall may confuse some Mobility riders with some getting lost or unintentionally waiting at the wrong stop.





Response:

Currently RTA Mobility has one stop location at Columbia Mall located at the lower-level of the food court. After reviewing past mobility records and assessing Columbia Mall's entrances/stops, it was determined the lower level of Nordstrom's Department Store (D-500), curbside service-pickup will also meet safety standards. This location is on the opposite side of the food court location. The additional location will provide riders quick access to the other side of the mall.

Complaint/Compliment/Concern:

8. Dick Adams said the new tickets are not numbered and the ticket stub is not perforated making it difficult to tear.

Response: This issue was brought to the attention of the Commission on September 25, 2018. During the July 1, 2018 fare media change, finance requested covers and perforations be removed from future printing of tickets/passes due to fraud. Riders were using covers and ticket stubs as fare media. Once the current inventory is exhausted, RTA will revisit printing options as riders expressed the need to have a receipt or stub as a record of the transaction.

Complaint/Compliment/Concern:

9. Buses are not arriving at their scheduled pick-up time; concerned with how trips are scheduled – for example, riders on medical trips to Baltimore are all given the same pick-up time and same return time.

Response: All Baltimore riders will be getting a reminder call the night before trip services with a unique pick up time. This pickup time will alert the rider to be ready to meet the bus. Driver will be following the rider's pickup order to ensure all riders are being picked up and taken to their destinations.

Complaint/Compliment/Concern:

10. Can there be adjustments to be better schedule medical shuttle trips to Baltimore.

Response:

Riders are all given same pick up time regardless of where they are being picked up from. All Baltimore trips will be adjusted accordingly to ridership. Baltimore riders will receive a call reminder the night before trip reservation that will advise them of travel times.





Concern/Compliment/Complaint:

11. Drivers are not stopping at each stop: riders may be waiting by the stop under a tree or other shade to shield from the sun or weather.

Response: The drivers are trained and instructed to be aware for possible passengers within the proximity of ALL stops. No, the drivers do not stop at every stop along every route. Stopping at every stop is not conducive to the route timings. We have multiple time-points on a route that are to be met. If by chance you see a driver stopping and sitting at a stop for more time than it would take to board a passenger, that would mean they are ahead of the time-point and is necessary to burn off time at the stop. Please remember to arrive early at a time-point as stated in the printed schedule. However, to depart this time-point early is unacceptable.

Concern/Compliment/Complaint:

12. Some drivers still reference the routes by color.

Response:

Yes, some drivers still slip and use the colors and we are striving to make the numbering an across the board usage. Please note that some of the operators have been operating these routes for many years and will slip and call a route by color. We do apologize for any confusion when this happens. The new route structure for the TDP consists of only numbered routes and this will end any possible confusion going forward.

Complaint/Compliment/Concern:

13. Complaints filed with RTA does not seem to be given to the appropriate personnel.
What are the complaint procedures?

Response: More response time is needed to effectively evaluate the current complaint process and develop a system that addresses different types of concerns. Cristin will follow up next meeting with a plan.

Complaint/Compliment/Concern:

14. Operators do not have name tags and sometimes give false identification numbers.

Response: These concerns will be addressed with the union. RTA is suggesting adding names and identification numbers to RTA badges. In addition, RTA would like to add operator name plates for the interior of the bus. Operator would insert their name into the holder prior to the start of their shift.





Complaint/Compliment/Concern:

15. Laneca Duggins said that operators require strollers to be collapsed before boarding the bus – this is not required in Baltimore. She added that many drivers are rude and do not understand customer service; she has had bad experiences that she described in detail.

Response: Cristin commented the process is designed to ensure safety of the child and riders. MTA follows this standard. An additional eight hours of training time has been added to the curriculum to focus on customer service.

