


WELCOME


ATLANTA REGIONAL COMMISSION (ARC)


On-to-Off Survey Training



ATLANTA REGIONAL COMMISSION

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- Brad Carlson (ETC)
 - Robert Evans(ETC) AM Shift
 - Pete Zaback & Tyler Mather (ETC) PM Shift
 - ARC Staff

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- Overview of the project
 - What you will be doing
 - Expectations for conduct
 - How to use the equipment
 - How to conduct the survey
 - Practical exercise for conducting the survey
 - Adjourn



Atlanta Regional Commission (ARC) is conducting a rider survey in order to improve transit forecasts by updating ARC's travel demand models. Data collected will help MARTA and other regional transit agencies gain a better understanding of how their services are being used.

Overview of the Survey


Most importantly, the data you will be collecting is important and will benefit the Atlanta Region and the surrounding areas for years to come.


Each individual passenger you encounter, needs to be counted for future planning. It is very important to get that individuals information so that they and others like them may be represented in planning.





As an on-to-off administrator, the job consists of:


- Boarding Buses at assigned locations and meeting supervisory staff (report times range from am & pm)
- Receive equipment (tablet, scan gun, vest, and scan cards) and assignment sheet from supervisor)
- Follow the tablets gps and select bus stops as the vehicle makes stops
- Scan cards at each stop the bus makes and provide them to boarding passengers
- Scan cards at each stop the bus makes of de-boarding passengers
- Sync data at the end of each trip

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- Be On-time
 - **Drivers and Transit employees are ALWAYS right!!!!**
 - Business Casual Attire – Jeans are okay but make sure jeans are appropriate (no tears, excessively baggy). No saggy pants.
 - Be polite and courteous to everyone (Employees/Passengers).
 - Good hygiene is important.
 - No headphones on the bus. If you want to listen to headphones, keep them hidden and use them only on break.
 - Do not use the internet on the tablets for personal use.

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- Cell phone calls from the bus should be to supervisors or other survey staff for work purposes only. Personal cell phone calls should be made on break and should not involve foul language if on any of the transit systems property including bus stop shelters.
 - No disrespectful behavior of any kind will be tolerated.

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- Do **NOT** hold up the line when people are getting on or off the bus
 - The survey is **ALWAYS** voluntary. There is never a good reason to argue with anyone who doesn't want to participate in the survey.
 - No eating / drinking / chewing tobacco / smoking / E cigarettes / vaping on the bus. No tobacco products while in your vest/near transit facilities including shelters.
 - **Some one is always watching you**

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- Driver / Customer Interaction
 - No arguments with drivers / riders (**remove yourself from the situation**)
 - Even though you do not work for MARTA or ARC, your behavior reflects on both agencies.
 - Passenger comments / complaints. “Thank you for your suggestions and/or I understand your comments and concerns. I am a subcontractor and I am sure that if you call customer service, they will also value your thoughts and opinions”.

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- Contact Information
 - Project cell phone
 - AM Robert : 404-937-9628
 - PM Pete or Tyler : 404-936-8528
 - No VM, texts encouraged
 - Identify yourself and your issues quickly
 - DO NOT BRING VALUABLES THAT DON'T FIT IN YOUR POCKET OR CARRYABLE BAG

Safety

Your personal safety comes first.

- Always cross streets at appropriate crossing
- Always wear your vest (identifies you as a interviewer to security)
- Always have your hand on the hand rail if you are standing/walking on a moving vehicle

If you ever feel that your safety is being threatened, please get off the vehicle.

Conduct Statement


QUESTIONS ABOUT CONDUCT
or SAFETY?

For the majority of the project, we will be providing you with assignments / scheduled by block number.

A block number is a series of trips made by a single bus.

TRIP	run	BLOCK	ROUTE	DIRECTION	TRIP STAR	START STOP	END TIME	END STOP	
1	7802	2	78	Eastbound	5:40 AM	EAST POINT STATION	5:58 AM	CLEVELAND AVE @ JONESBORO RD	
2	7802	2	78	Westbound	5:58 AM	CLEVELAND AVE @ JONESBORO RD	6:18 AM	EAST POINT STATION	
3	7802	2	78	Eastbound	6:30 AM	EAST POINT STATION	6:51 AM	CLEVELAND AVE @ JONESBORO RD	
4	7802	2	78	Westbound	6:51 AM	CLEVELAND AVE @ JONESBORO RD	7:12 AM	EAST POINT STATION	
5	7802	2	78	Eastbound	7:30 AM	EAST POINT STATION	7:51 AM	CLEVELAND AVE @ JONESBORO RD	
6	7802	2	78	Westbound	7:51 AM	CLEVELAND AVE @ JONESBORO RD	8:12 AM	EAST POINT STATION	
7	7802	2	78	Eastbound	8:30 AM	EAST POINT STATION	8:51 AM	CLEVELAND AVE @ JONESBORO RD	
8	7802	2	78	Westbound	8:51 AM	CLEVELAND AVE @ JONESBORO RD	9:12 AM	EAST POINT STATION	
9	7802	2	78	Eastbound	9:30 AM	EAST POINT STATION	9:50 AM	CLEVELAND AVE @ JONESBORO RD	
10	7802	2	78	Westbound	9:50 AM	CLEVELAND AVE @ JONESBORO RD	10:09 AM	EAST POINT STATION	
11	7802	2	78	Eastbound	10:30 AM	EAST POINT STATION	10:50 AM	CLEVELAND AVE @ JONESBORO RD	
12	7802	2	78	Westbound	10:50 AM	CLEVELAND AVE @ JONESBORO RD	11:09 AM	EAST POINT STATION	
13	7802	2	78	Eastbound	11:30 AM	EAST POINT STATION	11:50 AM	CLEVELAND AVE @ JONESBORO RD	
14	7802	2	78	Westbound	11:50 AM	CLEVELAND AVE @ JONESBORO RD	12:09 PM	EAST POINT STATION	

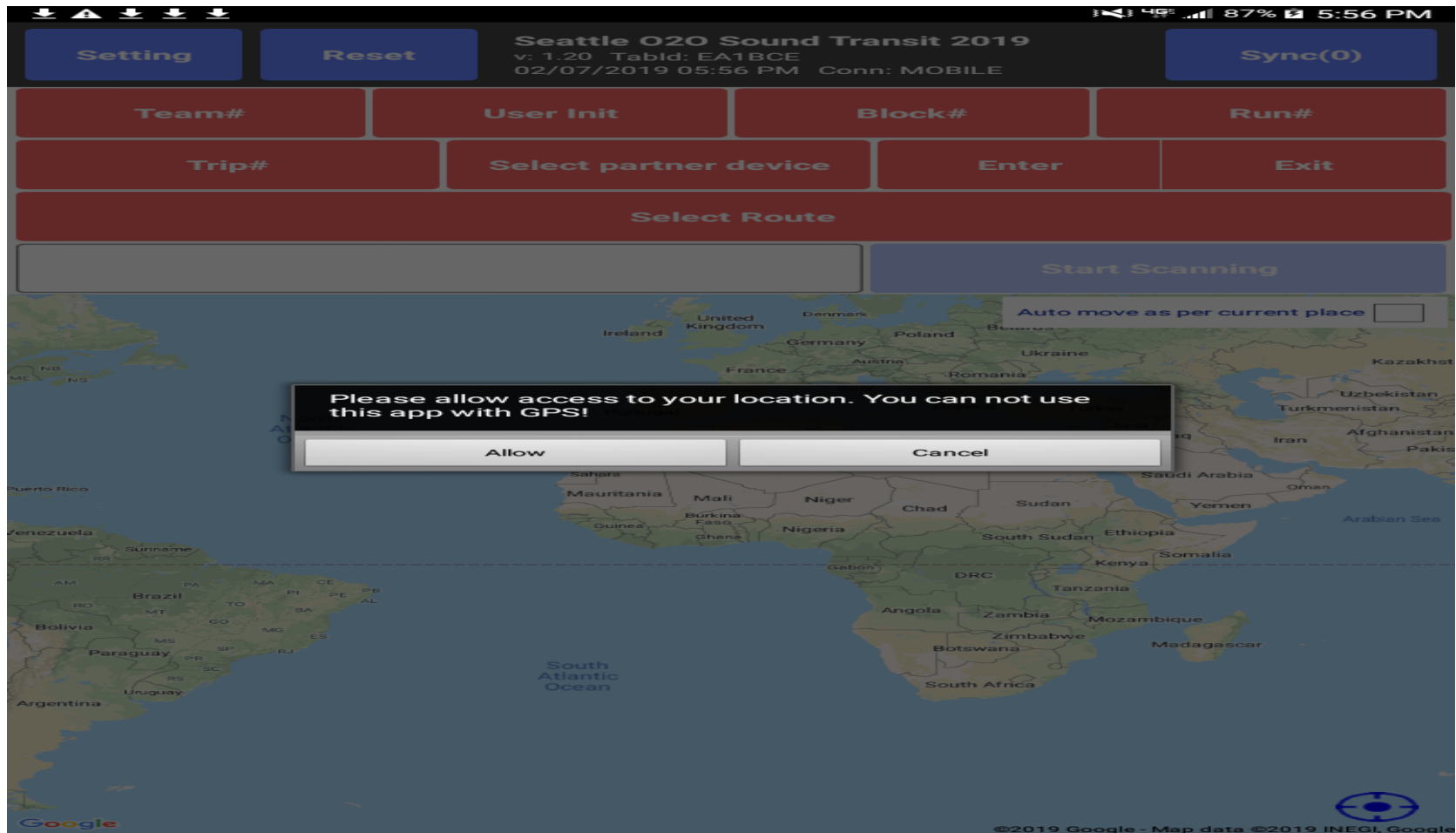
TRIP	run	BLOCK	ROUTE	DIRECTION	TRIP START	START STOP	END TIME	END STOP	
1	8909	5	78	Eastbound	7:10 AM	EAST POINT STATION	7:31 AM	CLEVELAND AVE @ JONESBORO RD	
2	8909	5	78	Westbound	7:31 AM	CLEVELAND AVE @ JONESBORO RD	7:52 AM	EAST POINT STATION	
3	8909	5	78	Eastbound	8:10 AM	EAST POINT STATION	8:31 AM	CLEVELAND AVE @ JONESBORO RD	
4	8909	5	78	Westbound	8:31 AM	CLEVELAND AVE @ JONESBORO RD	8:52 AM	EAST POINT STATION	
				switch bus					
5	8411	3	78	Eastbound	9:15 AM	EAST POINT STATION	9:35 AM	CLEVELAND AVE @ JONESBORO RD	
6	8411	3	78	Westbound	9:35 AM	CLEVELAND AVE @ JONESBORO RD	9:54 AM	EAST POINT STATION	
7	8411	3	78	Eastbound	10:15 AM	EAST POINT STATION	10:35 AM	CLEVELAND AVE @ JONESBORO RD	
8	8411	3	78	Westbound	10:35 AM	CLEVELAND AVE @ JONESBORO RD	10:54 AM	EAST POINT STATION	
				switch bus					
9	8404	3	78	Eastbound	11:15 AM	EAST POINT STATION	11:35 AM	CLEVELAND AVE @ JONESBORO RD	
10	8404	3	78	Westbound	11:35 AM	CLEVELAND AVE @ JONESBORO RD	11:54 AM	EAST POINT STATION	
11	8404	3	78	Eastbound	12:15 PM	EAST POINT STATION	12:35 PM	CLEVELAND AVE @ JONESBORO RD	
12	8404	3	78	Westbound	12:35 PM	CLEVELAND AVE @ JONESBORO RD	12:54 PM	EAST POINT STATION	



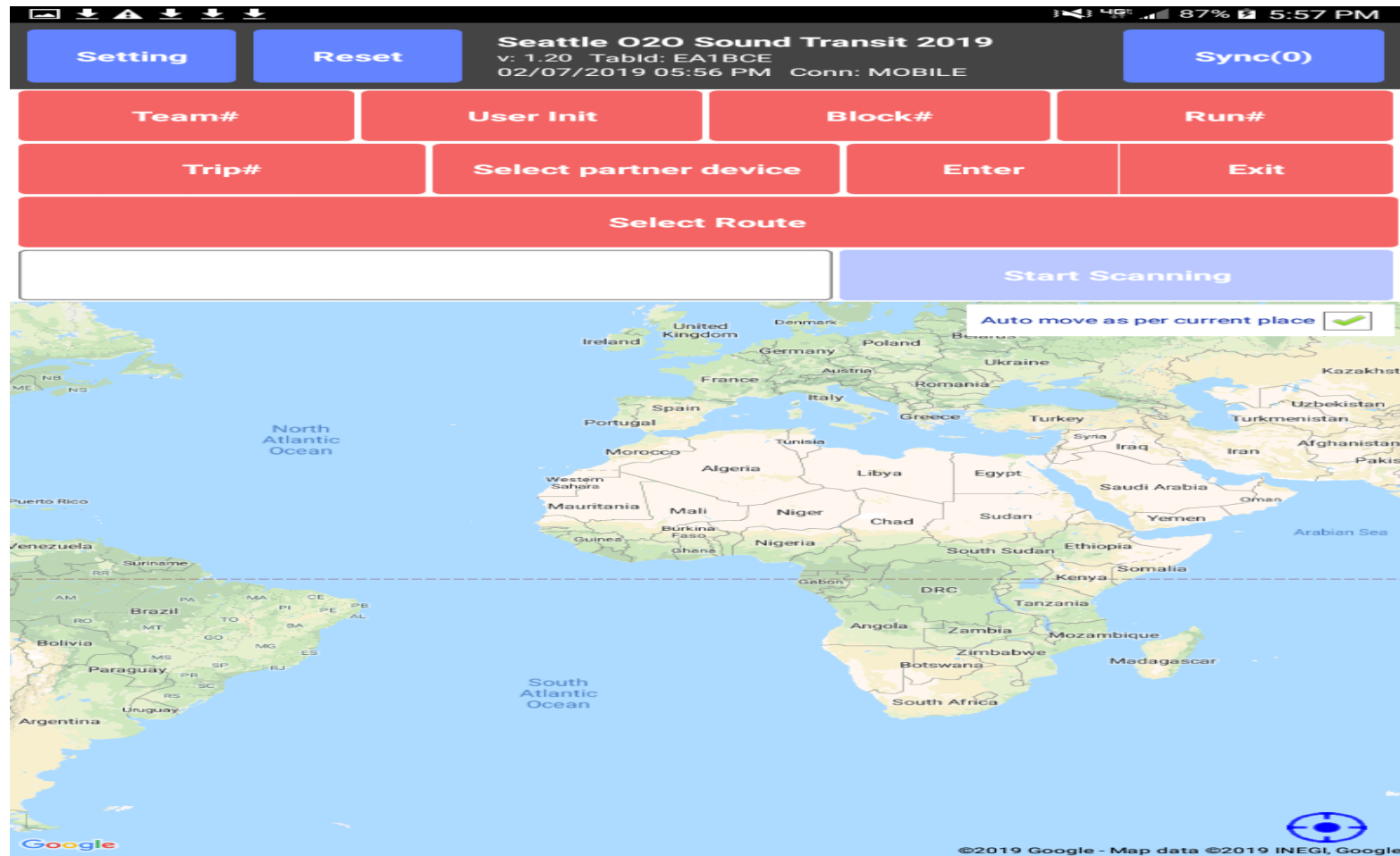
The Most Important Thing is, when one trip ends, SYNC your data and check your assignments sheet so you can:

Ensure of the route and direction so you can enter each route and direction properly to associate each card with the correct information.

Program



Program



Select Partner Tablet



Select Route and Direction



Ready To Start Scanning

