

## PHASE 2: Operational Transition Starts

 **June 6 – June 20**

We are continuing our transition to the new RideCo platform. Patrons may experience delays during this phase.

 **PLEASE PLAN AHEAD AND EXPECT SERVICE DELAYS.**



### PHASE 2

### Operational Transition

 **June 6 – June 20**



During this phase, patrons may experience delays while we transition to the new RideCo platform.

**Thank you for your patience.**



Have to call to book, change or cancel.



Longer wait times on the phone lines.



Expect service delays.



#### What's Different During Phase 2

- ✓ Patrons must call in to cancel rides.
- ✓ Patrons cannot book or cancel via the online portal.
- ✓ Patrons cannot cancel through the IVR recorded hotline.
- ✓ Patrons may experience longer call wait times.
- ✓ Patrons may experience service delays during this phase.



#### What's Not Changing

- ✓ No impact to existing subscriptions.
- ✓ No new subscriptions accepted.
- ✓ Phone numbers remain the same.
- ✓ We remain committed to getting you there.



#### Rider Impact

- ✓ May experience longer wait times.
- ✓ Trips may experience delays.
- ✓ Plan ahead and allow extra time.
- ✓ We appreciate your understanding.



#### Stay Informed

- ✓ Check for updates via email, website, and phone.
- ✓ Our team is working diligently to complete this transition.
- ✓ Thank you for riding with MARTA Mobility.

#### Why This Transition Matters



Streamlined eligibility process



Improved paratransit platform experience



Enhanced communication between riders and drivers



Better trip visibility and tracking



More efficient service delivery



Foundation for future paratransit enhancements