



Frequently Asked Questions for Alliance Center Riders

How often does the shuttle run? Monday - Friday

- Morning commute – every six minutes, between 7:00 a.m. and 9:30 a.m.
- Lunchtime commute – every 15 minutes, between 11:30 a.m. and 1:30 a.m.
- Evening commute – every 10 minutes, between 3:30 p.m. and 7:00 p.m.

What does it cost to ride? Nothing – the service is FREE!



How do I tell which shuttle is a Blue Line and which is a Green Line? On the front and curb side of each vehicle – there is a sign on the shuttle. This sign indicates which route the shuttle is running. When in doubt – just ask the driver!

Where is the stop at Alliance Center?

The shuttle stop is located in the traffic circle immediately adjacent to the entrance to Alliance Center. It is marked by a “the buc” signpost..

What is the difference between the Blue and Green Lines? Both lines go to the same locations. The major difference is that from Alliance Center, the Blue line will go directly to Phipps Plaza (then onto Target, Atlanta Plaza then Lenox MARTA), meanwhile the Green line will go directly to Lenox Front Entrance (then onto Buckhead MARTA, Doubletree/Tower Place). Depending upon where you need to go, you should take one line over the other as it will get you to your destination quicker.

What do I do if I lost something on the shuttle? Call 770-209-3318 and tell them what you have lost – if it has been found on the shuttle we will return it to you.

Who do I contact to comment about the service? E-mail is the best way to register complaints – it allows us to track your exact concerns and document them appropriately. Email us at info@bucride.com or if you need to talk to someone call 404-812-RIDE.

How can I get more route maps? E-mail us at info@bucride.com or call us at 404-812-RIDE. Let us know how many you need and we will get them out to you.

Do the shuttles run on holidays? Shuttles will run regular routes every day with the exception of Thanksgiving Day, Christmas Day, July 4th, Memorial Day, New Year's Day and Labor Day.

Who is paying for the shuttle? \$1.5 million of local tax revenues collected by the Buckhead Community Improvement District was used to leverage \$4.7 million of federal transportation funds to support the first three years of operation.

Will a shuttle stop if I flag it down but am not at a stop? No. Due to liability issues, the vehicles will not be allowed to pick up or drop off passengers at locations other than specifically designated shuttle stops.

Can I wait inside the building lobby if the weather is bad? Yes, the stops were specifically located so you can do this – just make sure to catch the driver's attention to let them know you are boarding – sometimes you may not be easy to spot!

What do the numbers on the stop signs mean? The printed route maps show numbered stops. These numbers correspond to the numbers indicated on the shuttle stop signs. Because both the Blue Line and Green Lines use many of the same stops, the signs have two numbers located in the lower corners – one for the Blue Line (blue number) and one for the Green Line (green number).

How do I get to Target from Alliance Center?

Take the Blue line shuttle. Target will be the second stop from Alliance Center .

To return, take the Green line shuttle on the Target side of Oak Valley Rd – Stop # 3. Alliance Center will be the second stop (right after Phipps Plaza).

How do I get to the Lenox MARTA station?

Take the Blue line shuttle. Lenox MARTA station will be the fourth stop from the Alliance Center. This station serves the Doraville MARTA line.

To return to Alliance Center from the Lenox MARTA station, take the Green line. Alliance Center will be the fourth stop from the Lenox MARTA station.

How do I get to the front entrance of Lenox Square? Take the Green shuttle line. The Lenox Square front entrance stop is the very next stop.

To return, take the Blue line shuttle (the stop on the mall side). Alliance Center is the very next stop.

How do I get to the food court at Lenox Square? Take the Blue line shuttle. The food court will be the fifth stop.

To return from the food court to Alliance Center, take the Blue line shuttle. Alliance Center will be the fifth stop from the food court.

**please note that it may be easier for some people to take the Blue shuttle directly to the front entrance of the mall and then walk through the mall to the food court.

How do I get to Phipps Plaza? Take the Blue line shuttle. Phipps Plaza is the very next stop. The shuttle will drop you off at the Niketown store entrance.

To return, take the Green line shuttle from the Niketown store entrance directly to Alliance Center.



Where are the stops at Lenox Square? There are three stops that provide access to Lenox Square. The front entrance just near the valet operation on the raised crosswalk, the front of the JW Marriott Hotel which is connected by a sky bridge, and at the food court entrance to the mall.

What stop is most convenient to get to the Disco Kroger? The shuttle does not stop directly at the Kroger, however, it is a short walk from the Tower Place /Doubletree stops (Green #8 and Blue #7).

Where is Old Navy on the route map? Old Navy is not directly on our route. However, it is a short walk from the Tower Place/Doubletree stops (Green #8 and Blue #7).