



Frequently Asked Questions for Atlanta Financial 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 the Atlanta Financial Center?

The shuttle stop is located on Peachtree Road at the north end of the Buckhead MARTA station on the AFC side of Peachtree Road – easily accessible from the east tower of Atlanta Financial Center. The stop will be marked by a “the buc” signpost (Stop # 8).

What is the difference between the Blue and Green Lines? Both shuttles

go to the same locations. The major difference is that from Atlanta Financial Center, the Blue shuttle will go to Lenox Square front entrance then onto Alliance Center then onto Phipps Plaza (and so on); meanwhile, the Green shuttle will go to Lenox Square then onto JW Marriott and then onto Lenox Food Court (and so on). 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 is the Lunchtime Express Shuttle? Between 11:30 a.m. and 1:30 p.m., one Green line shuttle and one Blue line shuttle will operate to help you run your lunchtime errands. The shuttles will run every fifteen minutes.

What are the hours of operation? Monday through Friday from 7:00 a.m. until 9:30 a.m. (morning rush hour) and 3:30 p.m. – 7:00 p.m. (evening rush hour). The lunchtime express runs every half hour from 11:30 – 1:30 p.m.

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. E-mail 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 the Atlanta Financial Center?

From AFC/Buckhead MARTA , Take the Blue line shuttle (stop # 8). Target will be the fourth stop after leaving the AFC.

To return, catch a Green Line shuttle on the Pinnacle Building side of Oak Valley (stop #3). The AFC is the fourth stop after leaving Target. Walk through the MARTA pedestrian tunnel underneath Peachtree Rd. to the AFC.

How do I get to the Lenox MARTA station?

Catch a Green line shuttle at Atlanta Financial Center/Buckhead MARTA station (stop #10). Lenox MARTA is the fourth stop after leaving the AFC. This station serves the Doraville MARTA line.

To return to AFC from the Lenox MARTA station, catch a Blue line shuttle at Lenox MARTA (stop #1) and proceed to Capital City Plaza/Buckhead MARTA (Stop #5). Proceed under Peachtree in the pedestrian tunnel to AFC.

How do I get to the front entrance of Lenox Square? Hop on any shuttle that comes by you at the Atlanta Financial Center/Buckhead MARTA station stop (Stop #10). They will all head directly to Lenox Square front entrance (Stop #8).

To return from the front entrance of Lenox Square hop on any shuttle in front of Lenox Square on the parking lot side of the street. Capital City Plaza/Buckhead MARTA is the very next stop. Proceed through the pedestrian tunnel under Peachtree Road to AFC.



How do I get to the food court at Lenox Square? Hop on a Green line shuttle at Atlanta Financial Center/Buckhead MARTA (stop #10). Lenox Square Food Court is the third stop after the AFC (stop #13).

To return from the food court to AFC, hop on a Blue line shuttle at the Lenox Food Court (Stop #2) and proceed to Capital City Plaza/Buckhead MARTA station (Stop #5). Proceed through the pedestrian tunnel under Peachtree to AFC.

How do I get to Phipps Plaza? Hop on a Blue Line shuttle at Atlanta Financial Center/Buckhead MARTA (Stop #8). Phipps Plaza is the third stop after AFC. The shuttle will drop you off at the NikeTown entrance to Phipps Plaza.

To return, take a Green Line shuttle at the NikeTown entrance of Phipps. Capital City Plaza/Buckhead MARTA is the third stop. Proceed through the pedestrian tunnel under Peachtree Road to AFC.

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.

Where are the stops at Phipps Plaza? Both routes stop at the NikeTown entrance to Phipps Plaza.

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).