



## Frequently Asked Questions for Atlanta Plaza 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 an electronic 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 Atlanta Plaza?

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

### What is the difference between the Blue Line and the Green Line?

Both lines go to the same locations. The major difference is that from Atlanta Plaza the Green line will go directly to (1) Target, (2) Phipps Plaza, (3) Alliance Center (and so on); however, the Blue line will go directly to (1) Lenox MARTA, (3) Lenox Food Court, JW Marriott (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 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](mailto: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](mailto: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 4<sup>th</sup>, 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 Atlanta Plaza?** From Atlanta Plaza take the Green line. Target is the very next stop!

To return, catch a Blue line shuttle on the Pinnacle Building side of Oak Valley Rd., Atlanta Plaza is the very next stop.

**How do I get to the Buckhead MARTA station?** Take the Green line shuttle. The Buckhead MARTA station is the fifth stop from Atlanta Plaza. This station serves the North Springs MARTA line.

To return to Atlanta Plaza from the Buckhead MARTA station, take the Blue line shuttle (traveling north towards Lenox Mall). Atlanta Plaza is the fifth stop after Buckhead MARTA.

**How do I get to front entrance of Lenox Square?** Take the Blue line shuttle. Lenox Square front entrance will be the fourth stop after leaving the front entrance.

To return from the front entrance of Lenox Square, take the Green line shuttle (the stop on the mall side). Atlanta Plaza will be the fourth stop after leaving the front entrance mall.



**How do I get to the food court at Lenox Square?** Take the Blue line. Lenox Food Court will be the second stop after Atlanta Plaza.

To return from the food court to Atlanta Plaza, hop on a Green line shuttle at the Lenox Food Court. Atlanta Plaza will be the second stop after leaving the food court.

**How do I get to Phipps Plaza?** Hop on a Green Line shuttle at Atlanta Plaza. Phipps Plaza will be the second stop after leaving Atlanta Plaza. The shuttle will drop you off at the NikeTown store entrance.

To return, take the Blue line shuttle from the NikeTown store entrance. Atlanta Plaza will be the second stop after leaving Phipps Plaza.

**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 Tower Place /Doubletree stops (Blue #7, Green #8).

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