



## **Frequently Asked Questions for the Prominence Riders**

### **How often does the shuttle run?** Monday - Friday

Riders from Prominence/Marsh now have their own express shuttle, with direct service to the Buckhead MARTA station and the Kroger shopping center. This express shuttle runs every twenty minutes in the morning and every 30 minutes in the evenings. Time schedules are available online at [www.bucride.com](http://www.bucride.com).

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

**How do I tell which shuttle is a blue route and which is a green route?** There is a sign on the front and curb side of each vehicle. This sign indicates which route the shuttle is running. When in doubt – just ask the driver!

### **Where is the stop at the Prominence?**

The stop for Prominence is at the front entrance.

### **What are the hours of operation?**

Monday through Friday

- Morning Commute: 7:00 a.m. until 9:30 a.m
- Evening Commute: 3:30 p.m. until 7:00 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 call to complain 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 the Securities Centre?** Take your express shuttle to the Buckhead MARTA station. Transfer onto the Blue line shuttle (stop # 8). Target will be the fourth stop after leaving the station.

To return, catch a Green Line shuttle on the Pinnacle Building side of Oak Valley (stop #3). The Buckhead MARTA is the fourth stop after leaving Target. From there, simply transfer to your Express shuttle.

#### **How do I get to the Buckhead MARTA station?**

The Express Travels directly to the Buckhead MARTA station (after making one short stop –Kroger).

**How do I get to front entrance of Lenox Square?** Hop on your Express and take it to the Buckhead MARTA station. Transfer onto any shuttle - all shuttles will take you directly to the front entrance of Lenox Square.

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. Take the shuttle to the Buckhead MARTA station. From there, wait for your Express shuttle.

**How do I get to the food court at Lenox Square?** Hop on your Express shuttle and take it to the Buckhead MARTA station. From there, take the Green line shuttle. The food court will be the third stop.

To return from the food court to the Buckhead MARTA, hop on a Blue line shuttle at the Lenox Food Court (Stop #2) and proceed to Capital City Plaza/Buckhead MARTA station (Stop #5). From there, take your Express shuttle.

**How do I get to Phipps Plaza?** Hop on your Express shuttle and take it to the Buckhead MARTA station. Transfer to a Blue line shuttle. Phipps Plaza is the third stop. 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. Buckhead MARTA is the third stop. From there, transfer to your Express shuttle.

**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 shuttle lines 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 Tower Place 200 (Green #4 and #19, Blue #4 and #18) and Tower Place 100/DoubleTree Hotel stops on both routes (Green #5 and #18, Blue #5 and #18).

**Where is Old Navy on the route map?** Old Navy is located in the Buckhead Station shopping Center which is located at stop numbers #3 and #19 (Blue) or #20 (Green).