



Frequently Asked Questions for Tower Place 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 are the stops at Tower Place?

You will find stops between Tower Place 100 and the Doubletree Hotel.

What is the difference between the Blue Line and the Green Line? Both shuttles travel to the same locations. The only difference in the two routes is that the Green line will travel directly to the Grand Hyatt (then onto the Buckhead MARTA station, then onto Lenox Square front entrance, then onto JW Marriott and so on). Meanwhile the Blue line will travel directly to Buckhead MARTA, (then onto Lenox Square Front Entrance, then onto Alliance Center, then onto Phipps Plaza 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 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 Tower Place?

Hop on a blue line shuttle (stop # 7). Target will be the fifth stop (#12)

To return, catch a Green Line shuttle on the Lenox Marketplace side of Oak Valley (Stop #3) proceed to Tower Place 100 (stop #8).

How do I get to the Buckhead MARTA station?

Hop on either the Blue line or Green line shuttle. If you take the blue shuttle, the station will be the very next stop. If you take the Green line shuttle, the station will be the second stop.

To return to Tower Place from the Buckhead MARTA station, catch either a Blue line shuttle or a green line shuttle at Capital City/Buckhead MARTA.

How do I get to front entrance of Lenox Square? Hop on either the Blue line or Green line shuttle. If you take the blue shuttle, the front entrance will be the fourth stop. If you take the Green line shuttle, the front entrance will third stop.

To return from the front entrance of Lenox Square hop on either a Green Line shuttle or a Blue line shuttle in front of Lenox Square on the parking lot side of the street.

How do I get to the food court at Lenox Square? Hop on a Green Line shuttle, the food court will be the fifth stop.

To return from the Lenox Square food court to Tower Place hop on a Blue Line shuttle at the Lenox Food Court (stop #2) and proceed to either Tower Place/Doubletree stop.

How do I get to Phipps Plaza? Hop on the Blue line shuttle. Phipps Plaza is the fourth stop. The shuttle will drop you off at the NikeTown entrance to Phipps Plaza.

To return, take the Green line shuttle from the NikeTown store entrance. Tower Place/Doubletree will be the fourth stop.

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 your Tower Place /Doubletree stop.

Where is Old Navy on the route map Old Navy is not on our route; however, it is a short walk from your Tower Place/Doubletree stop.