



## Frequently Asked Questions for One Live Oak Riders

### **How often does “the buc“ shuttle run?**

The Piedmont-Lenox Line runs every 10 minutes.

The Lenox Park Line runs every 8 to 15 minutes.

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

### **Where is the stop at One Live oak?**

The stop serving One Live Oak is located to the back of the building on Oak Valley Road at the entrance to the Lenox Marketplace Retail development. The stops are marked by a “the buc” signpost.

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

The Piedmont-Lenox Line operates during peak commute times during the week including Monday through Friday from 6:30 a.m. until 9:30 a.m. and in the afternoons from 3:30 p.m. to 7:00 p.m.

The Lenox Park Line provides daily service from 6:30 a.m. until 8:00 p.m. with extended service to the Lenox Food Court between 11:30 a.m. and 2:30 p.m.

**What is the difference between the Piedmont Lenox and Lenox Park Lines?** The Piedmont –Lenox Line serves the core commercial district during peak commute times only. The Lenox Park Line provides all day service connecting between Lenox MARTA and the Lenox Park AT&T office complex only.

**What do I do if I have lost something on the shuttle?** You have two options – 1) Call 770 449-1806 x146 and tell them what you have lost, or 2) complete the lost items form (include link to form email that goes to [ajohnson@americancoach.com](mailto:ajohnson@americancoach.com)). If it has been found on the shuttle we will return it to you.

**Who do I contact to comment about the service?** Email 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](mailto:info@bucride.com) or if you need to talk to someone call 404-812-RIDE.

**How can I get more route maps?** Email 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.

**If I am a disabled rider, how do I take advantage of “the buc”?** All vehicles are equipped with a wheelchair lift and two wheelchair spaces. All drivers are trained to assist disabled patrons.

**Do the shuttles run on holidays?** Shuttles will run regular routes every day with the exception of

- New Year's Day – January 1<sup>st</sup>
- Memorial Day – Monday, May 28th
- Independence Day – Wednesday, July 4th
- Labor Day – Monday, September 3rd
- Thanksgiving Day – Thursday, November 22nd
- Christmas Day – Tuesday, December 25th
- ½ Day Christmas Eve – Monday, December 24th – Service ends at 1:30 p.m.
- ½ New Year's Eve – Monday, December 31st – Service ends at 1:30 p.m.

**Who is paying for the shuttle?** The primary source of funding for “the buc” is local tax dollars collected through the Buckhead Community Improvement District. Additional funding for the system is Federal Transit money that comes to the system through the Georgia Regional Transit Authority.

**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 at the designations. The route runs sequentially.

**Where can I find real time information about when the next vehicle will arrive?** “The buc” vehicles are equipped with GPS technology which allows them to be tracked in real time. You can access the information by the website, [www.bucride.com](http://www.bucride.com), or by using your smart phone to follow the QR code link on the stop sign.

**How do I take advantage of reduced fare MARTA passes available through BATMA?** By participating in a volume discount program offered by MARTA, BATMA is able to provide monthly transit passes for Buckhead commuters at a reduced fare. You can work with us directly or enjoy greater discounts by getting your employer to allow you to use pre-tax payroll dollars. For more information contact [Calvin@batma.org](mailto:Calvin@batma.org) to get started.

**Does “the buc” run during lunch time?** No, “the buc” service has been designed to provide maximum efficiency for the core group of riders – commuters. High frequency service is provided during peak commute times only.

**“The buc” is brought to you by:**

