

The following changes are all effective September 25, 2010

CUSTOMER CALL CENTER CHANGES

The Customer Call Center will no longer provide Breeze Card balance information.

Effective September 25th call 404-848-5000 and use the automated telephone system to check Breeze Card balances. Balances can also be checked online at www.breezecard.com. Click on the link "Check the balance of your Breeze Card and Expiration Date". Follow the simple directions and click Submit. If you do not have access to a computer, be sure to check your local library or community center for free computer access.

You can also check your balance in any MARTA rail station at a Breeze Vending Machine (select Option D on the first screen) or the RideStores at Airport or Five Points Stations.

Customer Call Center hours will be modified as follows:

Routes/Scheduling Information Center:

Mon.-Fri. 7:00 a.m.-7:00 p.m.

Weekends and Holidays 8:00 a.m.-5:00 p.m.

Customer Services Center: Mon.-Fri. 8:00 a.m. - 5:00 p.m.

Five Points Information Booth: Mon.- Fri. 7:00 a.m.-7:00 p.m.

Bus Service Changes

Modified Bus Routes as outlined:

1, 2, 3, 4, 6, 8, 9, 12, 13, 15, 16, 19, 21, 24, 25, 26, 27, 30, 32, 33, 34, 36, 37, 42, 47, 49, 50, 51, 53, 55, 56, 58, 60, 66, 68, 73, 74, 75, 78, 81, 82, 83, 84, 85, 86, 87, 89, 93, 95, 99, 103, 104, 107, 111, 114, 115, 116, 117, 119, 120, 121, 520L, 521E, 123, 125, 126, 132, 140, 143, 148, 150, 153, 155, 162, 165, 170, 172, 178, 180, 181, 183, 185, 186, 189, 193

Eliminated Bus Routes:

7, 11, 17, 18, 22, 28, 38, 44, 45, 52, 54, 57, 59, 67, 69, 70, 72, 77, 88, 91, 96, 97, 105, 113, 118, 122, 137, 139, 151, 160, 200, 216, 245, 273, 311, 328, 329, 341, 364, 376, 389, 397

Elimination of the Braves Shuttle and the Lakewood Shuttle (effective 2011)

Reduced Fare Office Hours

Reduced Fare Office will remain OPEN at Lindbergh Headquarters and Five Points Station with new hours. Monday-Friday 9:00 a.m. to Noon and 2:00 p.m. to 4:00 p.m.

Lost and Found Office Hours

The Lost and Found Office at Five Points will have new hours from 9:00 a.m. to Noon and 2:00 p.m. to 5:00 p.m.

Rail Service Changes

New Frequencies:

- Weekday 6 a.m. to 7 p.m.: 15 minutes all lines
- Weekday 7 p.m. to 1 a.m.: 20 minutes all lines
- Weekends: 20 minutes all lines

New Service Hours:

- Weekdays: 4:45 a.m. to 1 a.m.
- Weekends: 6:00 a.m. to 1 a.m.
- Red Line turn around at Lindbergh: 7:00 p.m. every night
- Green Line turn around at Vine City: 7:00 p.m. every night

RideStores Closing

- RideStores will be CLOSED at Lenox Station and Lindbergh Headquarters
- RideStores remain OPEN at Airport and Five Points Stations

Restrooms Closing

There will be nine restrooms available to the public at transfer and end-of-line stations including Bankhead, College Park, Doraville, Edgewood/Candler Park, Five Points, Hamilton E. Holmes, Indian Creek, Lindbergh and North Springs. Restrooms at Five Points Station will be open from 6:00 a.m. to 10:00 p.m. The remaining eight restrooms will be open from 6:00 a.m. to 7:00 p.m. Please see the Station Agent for access. Please be aware that National Homeland Security alerts may require restrooms to be closed without notice.

The following changes are all effective October 3, 2010

REDUCED BREEZE CARD COST

The cost of a Breeze Card will be reduced from \$5.00 to \$1.00. The two free trips will no longer be on the card and you will still need to add additional fare to the new card at the time of purchase.

BREEZE TICKETS HAVE CHANGED AND CAN NO LONGER BE RELOADED

The Breeze Ticket will still cost 50¢ and can only be used once for either a one-way trip, round trip or 1 day pass.



CHANGE TO LOADING BREEZE CARDS ON BUSES

Only Breeze Cards can be reloaded at the bus farebox. We have made it easier for you to reload, just follow these three simple steps:

1. Tap Breeze Card on the bus farebox
2. Insert cash
3. Tap Breeze Card only once on the farebox to pay fare and load transfer

You no longer need to ask the bus operator for assistance.

2424 Piedmont Road, NE, Atlanta, GA 30324

www.itsmarta.com • 404-848-5000

TTY: 404-848-5665 • Accessible Format: 404-848-5202

Fiscal Year 2011



SERVICE CHANGES

Effective September 25, 2010

Detailed information that explains how to adjust your commute is available in various formats:

- Go to www.itsmarta.com for interactive links showing bus route changes and text descriptions.
- Printed booklets are available in RideStores and will be mailed upon request via the website or by calling Customer Service on 404-848-5000.
- Maps and descriptions will be posted in all bus bays to help guide you.
- Or call 404-848-5000 and ask one of our Customer Service agents to help you plan your trip.



Pick up your new Bus Route Schedule from a MARTA RideStore located at Five Points or the Airport as well as racks at all MARTA rail stations. Schedules are available on MARTA's website at www.itsmarta.com.



Message from the General Manager/CEO

On July 1, 2010, MARTA implemented its FY 2011 Operating and Capital Budgets which include service reductions and pass price increases in addition to the continuation of significant cost-containment measures (e.g., 10-day furloughs, no annual merit or cost of living salary or wage increases, and increased employee healthcare and pension contributions). As you recall, in FY 2010, MARTA was fortunate to receive \$45 million in one-time, federal economic stimulus funding. This funding helped us to avoid major service cuts last fiscal year. This year, the Georgia Legislature's temporary removal of some MARTA Act financial restrictions

for the next three years has helped to provide much needed, short-term financial flexibility—but it did not provide MARTA with new or increased funding, as we requested.

The top priority throughout this year's difficult budget process was to work with our customers and employees in order to minimize the negative impacts as much as possible. Customers provided invaluable feedback as we developed this budget, and I'd like to express my deepest appreciation for working with us through this extremely challenging time.

We listened and carefully reviewed and utilized the over 10,000 customer comments we received to structure a final budget that includes major service reductions but, at the same time, preserves a "core" transit service that is safe, reliable and serves major activity centers and critical "lifeline" facilities.

As we begin implementing these service and pass price changes, we are committed to keeping our customers well-informed. In this brochure, you will find an overview of the major service modifications and customer service changes being implemented on September 25th and the fare changes going into effect on October 3rd. This brochure will also provide assistance on how to find additional information that you may need to plan a trip on MARTA.

We are extremely disappointed to make these transit service reductions and fare increases at a time when affordable and environmentally responsible transportation options are needed more than ever. Today, our region is falling seriously behind other major U.S. regions due to our lack of investment in quality public transit. With this year's passage of the Georgia Transportation Investment Act of 2010, in July 2012, voters in 12 regions across the state will have the opportunity to vote on a new 10-year one-cent transportation sales tax (including transit funding eligibility). The decision on the future of transit investment in our region and state is ultimately yours. For our part, we promise to keep you informed.

At MARTA, we are proud and privileged to personally serve you, the greater Atlanta region and the State of Georgia. Our commitment to you is to do our very best everyday to serve you safely, courteously, and reliably.

Sincerely,

Beverly A. Scott, Ph.D.

TOKENS: USE THEM OR LOSE THEM!

If you have fewer than 10 Tokens they can be used to purchase a Breeze Ticket at any Breeze Vending Machine until September 30, 2010. Exchange 10-200 Tokens for trips by bringing them and your Breeze Card to a RideStore until September 30, 2010. **No cash refunds!** On October 1, 2010 all MARTA Tokens turn into collector items.



FARE CHANGES Effective October 3, 2010

	CURRENT	NEW 10/03/10
One-Way	\$ 2.00	No Change
Reduced Fare	\$.90	No Change
1-Day Pass	\$ 8.00	No Change
2-Day Pass	\$ 9.00	\$ 11.00
3-Day Pass	\$ 12.00	\$ 13.00
4-Day Pass	\$ 13.00	\$ 15.00
7-Day Pass	\$ 15.00	\$ 17.00
30-Day Pass	\$ 60.00	\$ 68.00
Mobility Pass	\$108.00	\$115.00

The number of children under 46" who can ride free with a paying adult will also be changed to a maximum of 2.

	CURRENT	NEW 10/03/10
Children Under 46" Height Ride Free	Maximum of 4	Maximum of 2