

BREEZE MIGRATION: MAGNETIC PASS SALES ENDING FREQUENTLY ASKED QUESTIONS

When is Xpress ending magnetic pass sales?

- Magnetic pass sales for most Xpress customers will end on Aug. 31, 2018.
- Cash customers can continue to buy roundtrips on magnetic tickets through Dec. 31, 2018.
- Georgia State, Douglas County and CobbLinc route 476 and 480 customers will transition from magnetic passes to the Breeze Card soon. Look for notifications where you buy tickets.

Why is Xpress removing magnetic passes?

- Xpress is moving to Breeze for fare collection.
- Switching to Breeze is part of Xpress's efforts to build a better regional transit experience for you, our customer.
- With Breeze, Xpress customers will enjoy balance protection,* online account management and free transfers to MARTA.

*Customers must register their card at BreezeCard.com to receive balance protection.

How will I buy my tickets after magnetic pass sales end?

- **Retail Center/Xpressga.com:**
 - Starting Sept. 1, all Xpress passes will be sold on Breeze Cards.
- **Onboard purchases:**
 - Cash customers can continue to buy roundtrips on magnetic tickets through Dec. 31, 2018.
 - After that, customers must pay one-way fares with exact change or use a Breeze Card.
 - You can purchase roundtrip Breeze passes online at www.breezecard.com, at the Xpress Retail Center or at Breeze Vending Machines.



Where can I get a Breeze Card?

- Through Oct. 31, Xpress customers can get a free Breeze Card – a \$2 value – at the Xpress Retail Center or online at Xpressga.com. Limit one free Breeze Card per transaction.
- Breeze Cards can also be purchased from MARTA vending machines or at www.breezecard.com for \$2.

I participate in an employer program – what should I do?

- If you don't already have a Breeze Card, you will get your specially encoded Breeze Card from your pass coordinator.
- Personal Breeze Cards will not work with employer programs.

I have several magnetic passes – can I still use them?

- Yes! Use your valid magnetic strip passes as soon as possible. They will not be accepted after Dec. 31, 2018.
- Xpress passes on magnetic tickets cannot be transferred to Breeze Cards.

MORE ABOUT BREEZE

What is Breeze?

- Breeze is a fare collection system that is used by Xpress, MARTA and other transit agencies in the Atlanta region.
- It is a more convenient and secure way to collect fares.
- The system uses a plastic smart card called a Breeze Card with a computer chip inside that can store passes and cash value.



How does the Breeze Card work?

- Very similar to the Xpress magnetic stripe cards, but instead of swiping paper passes, you “tap” your Breeze Card on the Breeze validator to pay your fare each time you ride. **It’s that simple – Just tap and go!**
- If you use cash value, the system will deduct your fare each time you tap to ride.
- If you use passes, Breeze recognizes there is a valid pass on your card and alerts the operator.

How does Breeze benefit customers?

- **More convenience:**
 - Employer program customers – including SECAP and companies/organizations that buy passes in bulk – have their passes automatically downloaded to their Breeze Cards each month.
 - “General” customers can buy their passes or add cash value to their Breeze Card online at Breezecard.com, at Breeze Vending Machines located in all of MARTA’s 38 rail stations, and the Xpress Retail Center.
 - All customers will be able to check the balance on their Breeze Card at any Breeze Vending Machine and online at www.breezecard.com.
- **Less worry:** When you register your Breeze Card, your balance is protected if it is lost or stolen. Customers who participate in employer programs (SECAP, TMA and companies/organizations that buy their passes in bulk) will be automatically registered through their employer – no action is required by you.
- **Less hassle:**
 - **Cash Customers** can load up their card with cash value and pay as they go – and never worry about having exact change again!
 - **All Customers** will benefit from easier boardings.

- **More control:**

- You can manage your card online through Breezecard.com.
- You can get a card, register it, add a pass or cash value and check your transaction history from wherever you are.

- **Better service:** Breeze will help Xpress tailor routes and schedules to meet your needs.

- **Easier Regional Travel:** Customers can travel on MARTA, Xpress, CobbLinc and Gwinnett County Transit using one Breeze Card.

- **Savings:** Customers who use the Breeze Card can transfer from Xpress to MARTA for free (up to four transfers in three hours) – and from MARTA to Xpress for free!

Will customers be able to continue buying the same pass they currently use?

- Yes – existing passes will be available on Breeze, including the roundtrip discount.
- Employer programs (SECAP, TMAs and companies/organizations that purchase in bulk) will transition from the 31-day pass to a calendar monthly pass on Breeze.
- The general public will remain on 31-day passes.

Will everyone have to use Breeze?

- No – you may also pay with cash (exact change only). The choice will be up to you. We expect most customers will want to use the Breeze Card to pay their fares once the rollout is complete, however.
- Calendar monthly and 10-ride passes will only be available through Breeze (for SECAP, TMA and bulk customers).
- 31-day passes, 10-ride passes, and roundtrip discounts will only be available through Breeze (for the general public, CobbLinc routes 476 and 480, Georgia State and Douglass County customers).
- Customers will always be able to pay with cash – but by using Breeze instead, you will get balance protection (when you register) and free transfers to MARTA (up to four within three hours).

For additional information:

- Call: 844-XPRSSGA (977-7742)
- TTY/TDD and other Assistive Communications Service, Call: 711 or 1-800-255-0056
- En Español – 1-888-202-3972