

BREEZE MIGRATION | NEW FAREBOXES ARE HERE!

FREQUENTLY ASKED QUESTIONS

What is happening with Xpress Fareboxes?

- Xpress will be conducting a pilot of 20 new “smart” Fareboxes from **December 2018 – January 2019** on the following routes:
 - **442 Riverdale to Downtown**
 - **482 Town Center (Big Shanty) to Perimeter Center**
 - **490 Canton/Woodstock to Downtown**
 - **Route 483 Woodstock/Town Center (Big Shanty) to Midtown**

How will I pay with the new Fareboxes?

- The new Farebox will accept coins and bills to pay the current fare.
- Insert bills one at a time. Bills may be inserted in any direction – either end first and face up or face down. \$1, \$5, \$10 and \$20 bills are accepted — no change is given.
- 1¢, 5¢, 10¢, 25¢ and 1-dollar coins are accepted with exception of a half dollar coin – no change is given.
- The screen will display the cash being loaded and will confirm that your fare has been paid.
- For best results, use newer, crisper bills – older, torn, wet and frayed bills may be rejected.

How do I load cash on my Breeze Card?

You can use the Farebox to load cash value on your Breeze Card IF you don't have an Xpress pass or enough cash value loaded on your card. No passes can be loaded on the Breeze Card at the Farebox.



1. Tap your Breeze Card on the Farebox reader.
2. Insert bills or coins.
3. Tap to load the Cash Value onto your card and Tap again to pay your fare & load transfer.
4. The screen will display a green check mark to show that cash is being loaded and the fare is paid.



How will Breeze Cards work?

- You will tap your Breeze Card onto tapping “target” area on the Farebox as you board in the morning and as you leave in the afternoon.



- The Farebox will display the fare type or cash value on a small display facing you. The Farebox will verify that a pass is valid or deduct the fare from the balance on the card. Farebox will then signal to the bus driver that the fare has been paid.
- You may need to tap the card more slowly or hold it on the validator a little longer than you did with the old reader.
- Your Breeze Card is reloadable over and over again. Do not throw it away – a new Breeze Card costs \$2.

How will roundtrip passes work?

- Xpress Passes cannot be added to your Breeze Card at the farebox. Money added here is stored as cash value (or store value) on your card and can be used to pay a full fare each time you ride.
- To take advantage of the roundtrip discount, purchase your roundtrip passes at **www.Breezecard.com**, at Xpress Retail Center or at Breeze Vending Machines in all MARTA stations.

How will magnetic passes work?

- The new Fareboxes don't have a validator for magnetic passes.
- You should hand your pass to operators until **Dec 31, 2018**.
- Operators will be given a hole-punch for magnetic 10-ride passes. Operators will collect passes that have been punched 10 or more times.

What is Stored Value?

- The Breeze Card functions like a debit card. Applicable fares or fees are deducted each time you tap the card at a Farebox.
- The maximum cash balance that can be stored on a Breeze Card is \$100; the minimum amount that can be loaded at one time is the current fare (\$3 for green zone & \$4 for Blue Zone).
- Value placed on a Breeze Card is not redeemable for cash.

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 Breeze benefit customers?

• **More convenience:**

- Employer program customers – including SECAP and TMAs 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 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 and TMA) will be automatically registered – 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!

*Cards must be registered.

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