

NEW FAREBOXES ARE HERE! FREQUENTLY ASKED QUESTIONS

How do I pay my fare using a Breeze Card?

1. **Tap your Breeze Card** on the red target on top of the farebox.
2. A Green Check Mark shows your fare has been paid – please proceed with boarding.



How do I pay with cash?

You can use cash to pay One-Way (Single Trip) Xpress fares (i.e., \$3 for green zone and \$4 for blue zone).

The new Farebox will accept coins and bills to pay a One-Way (Single Trip) Xpress fare (i.e., \$3 for green zone & \$4 for blue zone)

- 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 coins are accepted with the 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.



What do I do when I have insufficient value on my Breeze Card?

1. **Blue +** indicates insufficient funds – you must add cash value to your card.
2. **Insert payment** – Cash payment from pennies to \$20 bills are accepted (except \$.50 pieces).
 - **NO CHANGE CAN BE GIVEN**
 - The **screen will confirm** your cash is being loaded.
 - **No additional cash** will be accepted once the value of your fare is loaded (\$3 Green Zone, \$4 Blue Zone)
3. **Tap your card** to the target to load the payment on your card.
4. **Tap your card a third time** to pay your fare and load your transfer.



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 stored value) on your card and can only 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 the Xpress Retail Center or at Breeze Vending Machines in all MARTA stations.

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.



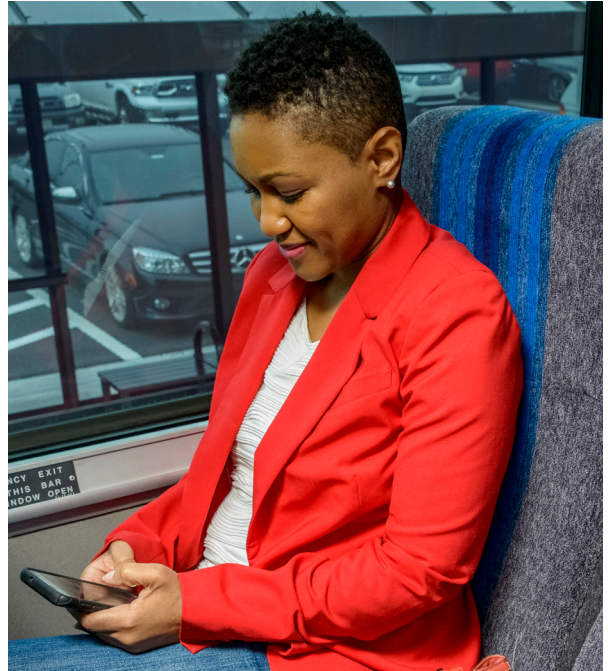
What kind of Xpress Fares are available?

Xpress routes have a fare classification as either Green Zone or Blue Zone, depending on the Park-and-Ride location the route serves. Primarily, routes serving Park-and-Ride locations further away from Atlanta are in the Blue Zone, while those routes serving locations closer to Atlanta are in the Green Zone.

A summary of the Xpress fares is given below, and more information may be found at:

<https://www.xpressga.com/passes/>

Fare Products	Xpress Green Zone	Xpress Blue Zone
One-Way (Single Trip)	\$3	\$4
Round-Trip	\$5	\$7
10-Trip*	\$25	\$35
31-Day	\$100	\$125
Monthly Pass	\$90	\$125



Where can I load Xpress Fares?

- Breeze Vending Machines in all MARTA rail stations
- Xpress Retail Center
 - 245 Peachtree Center Ave, Ground Floor
Atlanta, GA 30303-1224
 - Douglas Multi-Modal Transportation Services
8800 Dorris Road Douglasville, GA 30134
- Online at www.breezecard.com



What is the Breeze Balance Protection Program?

- The Balance Protection Program preserves the value on your Breeze Card if it is lost or stolen.
- If your card is lost or stolen, It also allows you to transfer the remaining balance to a new card.



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

How do I sign up for Balance Protection?

- Call 404-848-5000 to activate Balance Protection on your card. Hours of operation Monday through Friday 8:00-5:00 p.m.
- Sign up at www.breezecard.com and add your Breeze Card to your account.