



TRANSIT PASS PROGRAM REQUESTS & TROUBLESHOOTING

1. MONTHLY ORDERS/CHANGES

At the beginning of each month you will receive an email requesting your company's monthly transit pass order. If you have updates to your monthly order, **please submit all changes by the 12th of each month** through the appropriate online form.

If there are no changes to your order, simply reply "No Changes" on the online order form and Downtown Connects team will send a confirmation with an overview of the upcoming month's benefits for your approval. Please review and confirm.

2. PLACING ORDERS FOR BLANK BREEZE CARDS

Spare breeze cards are \$2.00 each, they are encoded to operate for this Transit Pass Program. It is recommended to have extra inventory cards on hand for faster service when requesting new participants or replacing lost or stolen passes. Place an order for extra passes when you have less than 3 blank cards in your inventory to ensure you don't run out before orders are due.

You can place an order for extra cards when placing your monthly order, or mid month by sending our team an email. Please note, typical turnaround time is 2-3 business days. Requests for 30 blank breeze cards or more may have a 2 week turnaround time.

3. LOST/STOLEN CARD REPLACEMENT

To place a lost/stolen card replacement request, submit a separate email from your monthly order and use email subject line **Replacement**. Please see example below:

ID	Action	LOST CARD	NEW CARD	First Name	Last Name
123	Replace	01640101166956752645	01640894569554456322	Jenny	Smith

Our team will complete the request within 24 business hours. Card replacements can be made at any time during the month. Please submit requests to **Transit@AtlantaDowntown.com**

4. TROUBLESHOOTING REQUESTS

If a commuter has an issue with their MARTA or regional bus benefits, please submit the information below and our team will respond as soon as possible (within 12 business hours).

- Breeze card number
- Where did the rider use the card? (MARTA bus, MARTA train, Xpress, etc). If they took a bus, please include route number.
- Approximate time the card was used
- Error message received

Send in a separate email from your monthly order and use email subject line **Troubleshooting**.

Send all transit pass communications to Downtown Connects:
Transit@AtlantaDowntown.com

NOTES:

- If our team does not receive your company order by the 12th of the month, the previous month's order will be automatically loaded to all active Breeze cards and your organization will be invoiced accordingly.
- Any submissions AFTER the 12th, will have to wait to be processed during the next month's order.
- Changes to your order can be made until the 18th of the month.
- Some riders who order 10 or 20 trip passes are infrequent riders and do not want to purchase trips each month. **Please confirm their orders each month and notify our team if they would like to make a change to their monthly order.**

Transit@AtlantaDowntown.com



TRANSIT PASS PROGRAM TROUBLESHOOTING FAQs

COMMON TROUBLESHOOTING ISSUES

Below are some common troubleshooting and card issues and strategies to reduce these issues for riders in the Discounted Transit Pass Program (DTPP).

A company's Employee Transportation Contact (ETC) can utilize these tips and tricks to ensure their discounted transit pass program runs as smoothly as possible.

ONBOARDING

When a new rider joins your company's transit pass program, please provide them with the Commuter Overview Sheet or New Hire Flyer. If they have questions that you are not able to answer, please direct them to our team.

Connects@AtlantaDowntown.com



TROUBLESHOOTING GUIDELINES

If a rider experiences Breeze card issues, please instruct them to do the following:

1. Ensure the back of the Breeze card says "**DTMA**" along the top edge
2. Tap the Breeze card at a Breeze Kiosk machine, using the "check balance" feature. This re-sets the card. Afterwards, try using the card at the faregate.
3. Tap slowly at the faregate, holding your card steady on the pad for 5 seconds

HELPFUL QUESTIONS TO ASK WHEN TROUBLESHOOTING

If a rider is still experiencing issues after following the steps listed above, please send our team an email as soon as possible. Ask the rider the questions below to help us troubleshoot more effectively:

- What is the 20-digit Breeze card number on the back of the card? OR send a picture of the back of the card.
- Where did you try to use the card? (MARTA bus, MARTA train, Xpress, etc)? Include bus route number if applicable.
- Approximate time the card was used
- Error message received
- Is the card showing any obvious signs of damage (e.g. the card is cracked)

REDUCE USER ERROR

- Riders should not independently add stored value or other products onto the DTPP card because it will deactivate the DTPP products. Riders can load additional products to a separate personal card if they wish to have emergency rides on hand.
- If a Breeze card has not been tapped for 15-30 days, the transit product will go dormant. Tap at a Breeze kiosk and check balance to reactivate the product or keep active if you know you will not be using the card frequently.
- Do not hold credit cards next to your Breeze card when tapping the faregate