**FAQs for Xpress**

Proposed Service Changes – Pending ATL Board Approval July-August 2021

1. **What service changes are being proposed?**  During the Atlanta-Region Transit Link Authority’s (ATL) May 6, 2021 Xpress Operation Committee meeting, the Committee was advised of proposed changes to the Xpress Level of Service provided within the Xpress service area. The proposed changes continue the Xpress temporary service levels put in place to address reduced ridership during the COVID-19 pandemic.
2. **What do these Xpress service changes mean to Xpress customers?** As a result of experiencing significant decreases in ridership as citizens heeded Governor Kemp’s call to shelter in place due to the COVID-19 pandemic, Xpress implemented temporary service reductions on routes with diminished ridership. These temporary service reductions continued as ridership remained low during the extended pandemic period. The proposed changes make the Xpress service levels currently being provided in response to the COVID-19 pandemic permanent due to the 12-month period that they have been in place.
3. **How do the proposed service changes impact Xpress customers?** The service that has been in place for Xpress customers since the start of the COVID-19 pandemic (March/April 2020) will not change at this time. There were service reductions made in March and April 2020 in response to significant ridership decreases for the Xpress commuter bus service. Due to the continued reduced ridership levels, the temporary changes made in response to the COVID-19 pandemic are to remain in place.
4. **What happens when ridership and the demand for service increases?** Xpress closely monitors ridership and community/business input for service requirements. As ridership and service demands increase, all options for potential additions to service will be evaluated and addressed with available resources. Modifications to service will be posted on the website.
5. **When do the changes go into effect?** The proposed effective date for the current service levels to become the Xpress permanent re-baselined schedule is pending public involvement and final ATL Board approval. The estimated time frame is July- August, 2021.
6. **Are Xpress team members available to answer any additional questions?** Yes. Beginning May 11, 2021, information will be available at [www.XpressGA.com](http://www.XpressGA.com) to assist customers with additional route information.

Customer service representatives will be available Monday – Friday from 5:30 A.M. – 8:30 P.M. at **844-XPRSSGA (977-7742). Riders may also** sign up for alerts by texting XPRESS to 888777.

Thank you for your support of Georgia’s Xpress Commuter services.

For more information, visit [www.xpressga.com](http://www.xpressga.com)

Si la informaciónque se necesita enotro idioma, comuníquese con (404) 893-2100.

如果需要在另一种语言的信息，请联系 (404) 893-2100.

정보가다른언어로필요한경우 (404) 893-2100로문의바랍니다.

Nếu thông tin là cần thiết trongmột ngôn ngữkhác, sau đó liên lạc (404) 893-2100.

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