

ATL RIDES

FREQUENTLY ASKED QUESTIONS

Getting Started with ATL RIDES

1. Do I have to download another app?

- No – you can use the website or the app
 - Download the app from the Google Play or App Store
 - Or go to www.ATLRIDES.com

2. Are there any tips or tricks for using the web version?

- Yes – add a shortcut to your home screen
 - This is handy for fast access and it opens the site in full-screen mode so it feels more like a smartphone app – without the drain on your storage
- Here's how to do it:
 - iOS (Safari):
 - Go to www.ATLRIDES.com
 - Tap the Share (up arrow) button 
 - Scroll down and tap "Add to Home Screen"
 - Android (Chrome):
 - Go to www.ATLRIDES.com
 - Tap the Menu icon (three dots in upper right-hand corner)
 - Tap "Add to home screen"

3. Can I use the ATL RIDES app as a Guest without creating an account?

- Yes, but you won't be able to save your trips (like your daily trip to work) for faster use or login on another device

4. Why should I set up an account in ATL RIDES?

- With an account you will be able to save your favorite/frequently used routes, track your trips, and get arrival and delay notifications

5. How do I create an account?

- Click "Sign in" at the top right of your screen
- Click "Sign up," or choose "Continue with" to sign in with your existing information
- Agree to the terms of service (required) and choose whether you want to consent to having your trip data stored (optional)
- Choose if and how you would like to receive notifications – email, SMS/text or none
- Add your frequent locations (home, work, etc.)

6. Can I purchase tickets on the ATL RIDES app?

- No – to buy passes with your phone, download the NEW Breeze Mobile 2.0 app
 - You can purchase tickets for:
 - MARTA
 - Xpress
 - Ride Gwinnett
 - CobbLinc



Planning a Trip

1. How do I plan a trip?

- Enter the address where you want to start your trip or choose “current location”
- Choose start date/time or when you would like to arrive at your destination
- Click the green search icon 
- Select the travel mode(s) you would like to use – transit, walking, driving or biking
- Enter the destination name or address
- Select the trip option you like best

2. How do I save a frequent trip/commute?

- Click “+Save trip” on the upper right side of your screen
- Choose a name for your trip, days of the week you take this trip, and the type of notifications you would like to receive
- Then click “Save”

3. How do I save a favorite trip destination?

- Click on your icon in the top right corner of the screen
- In the drop-down menu, select “My account”
- Click the “Settings” tab in the top right
- Under the “Favorite Places” heading, click “+ Add another place”

4. How many trips can I add to my favorites?

- You can add as many as you want – there is no limit to the number of favorite trips you can save

Tracking Your Ride

1. How do I track my ride?

- Click on the white menu button  in the upper left corner of your phone, then choose “view routes”
- Choose your transit agency, then your route, then select the direction you’re going from the drop-down menu
- Select your location from the list of stops
- The next vehicle’s location will show on the map along with the next few arrival times

2. How do I find the next departure times?

- Click on the white menu button  in the upper left corner of your phone, then choose “view routes”
- Choose your transit agency, then your route, then select the direction you’re going from the drop-down menu
- Select your location from the list of stops
- The next vehicle’s location will show on the map along with the next few arrival times
- Click on “ View schedule” under the station/stop name

3. Can I get alerts when there are delays and cancellations?

- Yes – when you save a trip, you can set one of the three alert options below under “Trip Notifications”
 - You can select to be notified when there are delays or disruptions of more than:
 - 5 minutes
 - 10 minutes
 - 15 minutes

Troubleshooting

1. Do I need an internet connection to use the app?

- Yes, you will need internet connection or cellular data to provide accurate times

2. I noticed a street, sidewalk, location, or bike path that is incorrectly labeled or missing on the map. How do I report it?

- Please use the “Give Feedback” link (in the menu ) to report errors and any other issues you encounter
 - This feedback goes directly to the ATL RIDES team

3. Where can I go for additional help or information?

- Please visit the Atlanta-region Transit Link Authority (ATL) website: www.atltransit.ga.gov/atlrises

FREQUENTLY ASKED QUESTIONS

continued



About ATL RIDES

1. What is ATL RIDES?

- ATL RIDES is the state's first regional transit trip-planning app
- The new technology enables riders to travel across 13 counties via six transit agencies using just one app to plan their trip
- With ATL RIDES, travelers will be able to plan a trip from Buckhead to the Battery, Mableton to Midtown, Austell to the Airport or South Cobb to Stone Mountain – cross-county/cross-agency trips that in the past have been difficult to schedule
- The app is free and available in the App Store, Google Play or as a desktop/mobile web version

2. What are the app's features?

- ATL RIDES uses the most current route information directly from the transit agencies – which is often not available in Google Maps
- It also provides real-time vehicle arrival information, enabling riders to see when their next bus or train will reach their location
- Travelers with disabilities can select a setting for wheelchair-accessible routes
- Future plans call for the addition of micro-mobility, such as scooter share and bike share, and on-demand services, such as paratransit

3. Where can I use ATL RIDES?

- ATL RIDES works across 13 counties and six transit systems in the Atlanta region:
 - MARTA
 - Xpress
 - CobbLinc
 - Ride Gwinnett
 - Connect Douglas
 - Cherokee Area Transit System (CATS)

4. How is ATL RIDES funded?

- Funding for ATL RIDES came from the Federal Transit Administration's (FTA) \$20.3 million Integrated Mobility Innovation (IMI) grant program awarded to the ATL in 2020
- The state provided nearly \$200,000 in matching funds as well
- The FTA IMI program supports projects that use innovative technologies and processes to improve access to public transportation, increase public transportation efficiency, and enhance the overall rider experience
- The Atlanta-region Transit Link Authority (ATL) was one of the 25 recipients selected out of 104 eligible project proposals totaling approximately \$107 million in requested funding
- Funding from the FTA's IMI Program is being used to advance mobility through creative partnerships and emerging technologies, combining public and private transportation assets and strategies that will greatly increase access to mobility for everyone