

FREQUENTLY ASKED QUESTIONS

MARTA TRACK REPLACEMENT IV (TR-IV) PROGRAM CANTERBURY JUNCTION DIAMOND CROSSOVER PROJECT

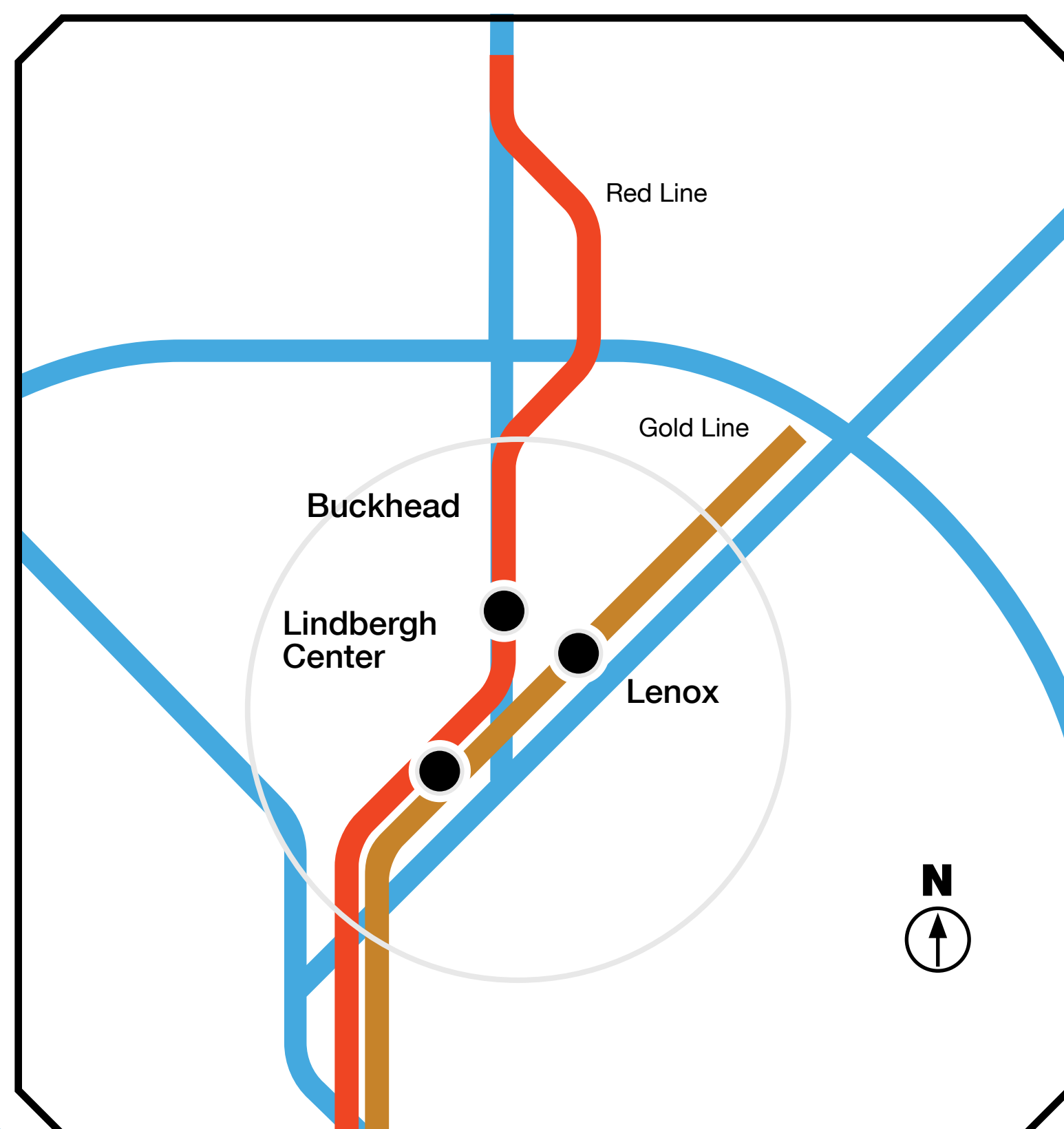
FEBRUARY 16 - 22, 2021

Q: What is the Track Replacement IV (TR-IV) program?

- A: The Track Replacement IV (TR-IV) program represents a **seven-year, \$225 million investment** in MARTA's heavy rail system.
- TR-IV represents the fourth iteration of a renovation and repair initiative to restore nearly **36 miles of heavy rail lines**.
 - The TR-IV program will **enhance the safety, efficiency, and longevity** of the system's heavy rail lines.
 - The projects associated with TR-IV will include **varying levels of service impacts** to MARTA customers and neighboring communities.

Q: Where will the upcoming track replacement project take place?

- A: The work will take place at the Canterbury Junction Diamond Crossover located just north of Lindbergh Center Station, where the Red and Gold Lines split.



Q: What MARTA stations will be impacted by the upcoming track replacement project?

- A: Three MARTA stations—Buckhead, Lenox, and Lindbergh Center—will be directly impacted by the track replacement. Customers traveling between these three stations should add approximately 30 minutes to trip times.
- All impacted stations will remain open and accessible to our customers with free bus transportation to the next available rail station during regular service hours.

Q: What is the schedule for the upcoming track replacement work?

- A: The track replacement work will occur 24 hours a day beginning the evening of February 16 at 9 p.m. and will conclude at 4 a.m. on February 22.

Q: How will MARTA continue service at the impacted stations?

- A: MARTA will provide free station-to-station bus shuttle service between the Buckhead, Lenox, and Lindbergh Center stations during general service hours.
- Station agents, transit ambassadors, and bright directional signage will also be located at impacted stations and major trip origination points to help redirect customers to the shuttle service.
 - MARTA Mobility will provide complementary paratransit services between impacted stations during the track replacement efforts.

Q: What is MARTAConnect?

- A: MARTAConnect, a partnership with Uber, will also be available to customers during the project. MARTA will provide a link to a \$10 Uber voucher that customers can download to their Uber app and use twice daily to travel to or from Buckhead, Lenox, and Lindbergh Center rail stations. Click [here](#) to learn more about MARTAConnect.

Q: What is the daily allowance for the MARTAConnect Uber voucher?

- A: The voucher can be used twice daily with a maximum allowance of \$20 per day (\$10 max per ride).

Q: Will customers have to pay an additional fare to use the shuttle buses?

- A: No. MARTA customers can use the shuttle buses to continue their trip at no extra cost. Customers continuing their trip at the next available station will not be required to tap their Breeze Cards upon re-entry.

Q: What types of buses will be used for shuttle service?

- A: MARTA will use the regular 40-foot, fixed-route buses for shuttle services. Paratransit vehicles will also be available for customers with disabilities who need to transfer between impacted stations.

Q: How frequently will the shuttle buses run?

- A: The shuttle buses will run continuously throughout regular service hours. During peak ridership times, the frequency of shuttle trips will increase to accommodate customer demand.

Q: What COVID-19 safety measures and protocols will be required on the shuttle buses?

- A: MARTA's current policy requires all bus operators and customers to wear a mask. Additionally, MARTA is limiting the overall seating capacity per vehicle to encourage social distancing among customers. The shuttle buses also have a maximum capacity that will not be exceeded.

Q: What if there are delays to project construction due to bad weather?

- A: MARTA project managers and the construction team planned extensively for this work and factored time for potential delays.

Q: What if customers have additional questions not related to the upcoming track replacement project?

- A: For questions not related to the Track Replacement project, please contact MARTA's Customer Care Office at 404-848-5000, Monday through Friday from 8 a.m. to 5 p.m., or email custserv@itsmarta.com.

For more information about the Track Replacement IV (TR-IV) Canterbury Junction Diamond Crossover Project, visit www.itsmarta.com/trackreplacement.

To request this information in another language other than English or in an accessible format please call 404-848-4037.