



### Plan Your Connecting Trip

All FLEX Zones connect to CCT's Route 30. Local route schedules and trip planning tools are available at [www.gocct.org](http://www.gocct.org) or call CCT's customer service office at 770-427-4444.



FLEX Reservations: 770.528.1053

### FARES

Adult Local Cash Fare.....	\$2.50
Adult Local Single Ride Ticket.....	\$2.50
Elderly and Disabled Cash Fare.....	\$2.50
Youth Cash Fare.....	\$2.50
10-Ride Local Ticket.....	\$18.00
31-Day Local Ticket.....	\$72.00

- Children shorter than 42" ride free when accompanied by a fare-paying customer.
- Exact change only.

### STORED CASH VALUE

You may only load stored cash value onto a Breeze Card if your card has less than the cost of the trip currently loaded.

### PLEASE REMEMBER NOT TO...

- Block aisles, seats, or exit
- Occupy empty seats with personal belongings.
- Consume food or drinks on the bus.

### BUY your tickets/passes or load your Breeze Card

- ✓ [www.gocct.org](http://www.gocct.org)
- ✓ [www.breezecard.com](http://www.breezecard.com)
- ✓ Breeze Vending Machines (located at MARTA Train Stations)
- ✓ Customer Service Office, 431 Commerce Park Ct, Marietta, GA 30060
- ✓ The Marietta Transfer Center's ticket kiosk: 800 S. Marietta Pkwy., Marietta, GA 30060 (M-F, 6 AM - 6 PM)



Mon.-Fri., 7 AM-7 PM Office: 770.528.1053 • [www.gocct.org](http://www.gocct.org)  
431 Commerce Park Drive, Marietta, GA 30060

Effective March 23, 2015



WE'RE GOING YOUR WAY



**Say hello to FLEX!** Cobb Community Transit presents FLEX; a new on-demand, curbside bus service, open to all passengers. Flex offers the convenience of door-to-door service by reservation, and the flexibility of walk-up service from a collection point. From any place in your zone to any other destination within your zone or transfer to Route 30, Flex will get you there! Call 770.528.1053 to schedule your reservation between 2-24 hours in advance. Take advantage of FLEX service; we're going your way.

## RESERVE YOUR TRIP EASY AS 1-2-3

### 1 Call reservationist at 770.528.1053

Advanced Reservations: 2-24 hours advanced reservations are required for curb-to-curb service within each zone or to the Route 30 Transfer Point. Transfers between FLEX zones can also be scheduled in advance.

Provide your contact information and trip details; (please inform the Flex Reservationist if you will require a wheelchair lift.) You can also ask the reservationist when the bus will service the nearest collection point within the zone.

The FLEX reservationist will verify your trip details, provide you with available trip times, and confirm your reservation. Riders may board or exit at any safe address within the service area. Riders must be ready at the appointed time since drivers will not wait more than five minutes.

### 2 Pay your fare

**Cash:** Exact change only. Place cash into the fare box. Operators do not make change.

**Breeze Card:** Tap your Breeze Card on the Breeze Card reader upon boarding the bus.

**Magnetics Passes:** Insert your pass into the fare box upon boarding the bus. Your pass will be returned immediately after validation.

### 3 Drop Off

FLEX will drop you off at your requested location or at the FLEX transfer point; connecting to other flex zones or CCT's Local Route 30. Transfers are free to CCT local routes.

### FLEX Collection Point

FLEX has dedicated collection points in each zone. An advanced reservation is not required when boarding at a collection point; however, a reservationist can provide you with an approximate time of arrival. Seat availability is first come, first serve.

### FLEX Transfer Point

All FLEX zones connect to CCT's Route 30 at the following Transfer Points.

#### Transfer Point (Outbound) Route 30 toward H.E Holmes MARTA Station:

Bus stop is located on the East-West Connector; near Brookwood Drive in front of the Target shopping center.

#### Transfer Point (Inbound): Route 30 towards the Marietta Transfer Center (MTC):

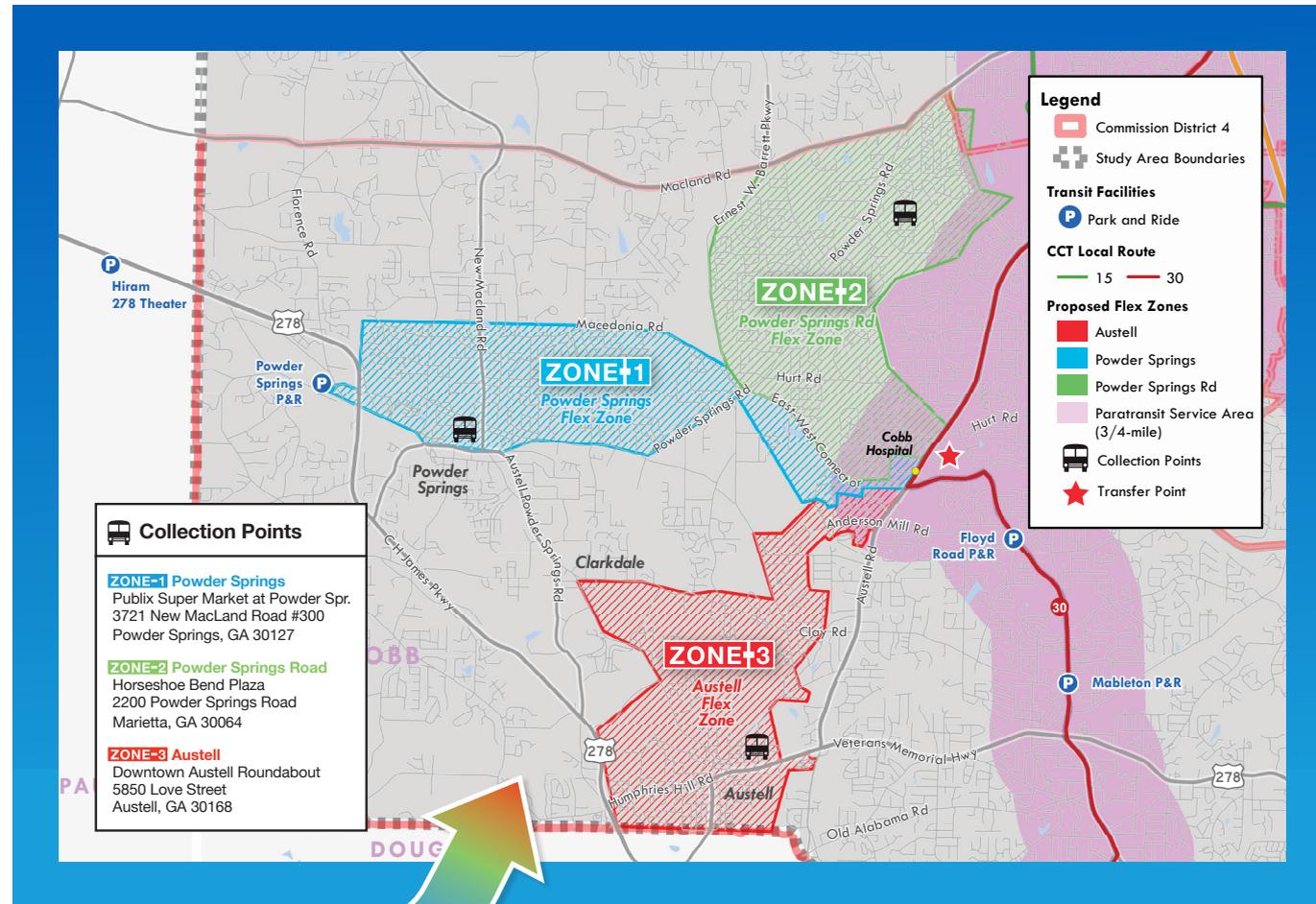
Bus stop is located on the East-West Connector; near Hospital South Drive in front of the Marshalls shopping center.

#### Transfers to CCT Route 30 and Zones are free:

Each zone services the transfer point at least once per hour. Upcharges will apply when transferring to a Express service.

#### Transfers to MARTA:

Free transfers from CCT to MARTA require the use of a Breeze Card loaded with CCT fare. Cash patrons and paper ticket/pass holders will not receive a free transfer to MARTA.



**ZONE-1** Located on New Macland Rd.; near the Publix Supermarket at the Powder Springs Shopping Ctr. 3721 New Macland Rd. #300, Powder Springs, GA 30127

**ZONE-2** Located on the west side of Powder Springs Road in front of the Horseshoe Bend Plaza. 2200 Powder Springs Rd, Marietta, GA 30064

**ZONE-3** Located at the South East corner of Downtown Austell Roundabout on Love Street and Jefferson Street. 5850 Love St; Austell GA 30168



FLEX – Curb-to-curb service with advanced reservations!

### FLEX Cancellation Policy

All cancellations must be made by calling the reservationist at (770) 528-1053, Monday through Friday, 7 AM - 7 PM. Reservations must be canceled, at least, one hour prior to scheduled pick-up. Cancellations less than one hour before the scheduled pick up time will be considered a no-show. (See no-show policy)

### FLEX No-Show Policy

A no-show will be added to a passenger's record when the following situation(s) occur:

- Not being at the pick-up point within five (5) minutes after the scheduled pick-up time.
- Canceling a ride less than one (1) hour before the scheduled pick-up time.
- Not taking the trip due to not having the proper fare to ride after the vehicle arrives for pick-up. Operators do not make change.
- Five (5) same day cancellations more than one hour in advance of the scheduled trip time in a 30-day period. Each trip counts as one cancellation.

### Violation Penalties

Any passenger who receives a no-show violation will be notified in writing. The following violations will be issued:

- The **first** no-show violation within 30 calendar days will receive a *Notification Letter*.
- The **second** no-show violation within 30 calendar days will receive a *Warning Letter*.
- The **third** no-show violation within 30 calendar days will receive a suspension of service for 30 calendar days and will be placed on 6-month probation. Continual no-shows may lead to a complete loss of FLEX services.