

## 2017 Shuttle Rider Policy– Please Read

### CityPoint Express Shuttle

Rider Policy Effective Date: January 1, 2017



The CityPoint Express Shuttle is a dedicated shuttle service provided to employees of tenants companies located in Boston Properties CityPoint district. These locations include 230 Third Avenue, 77 Fourth Avenue, and 500 Totten Pond Road. This service is operated by 128 Business Council.

At 128 Business Council, our goal is to provide you the best overall experience possible and strive to improve our services so they better accommodate your needs. Part of this ongoing commitment is exhibited via this updated rider policy. *This policy is effective January 1, 2017.*

128 Business Council shuttle drivers have incredible responsibility focusing on safety, staying on schedule, and providing as good an experience as possible. This updated rider policy will ensure that our drivers are able to provide great service and get riders to their destinations quickly and safely. It is also designed to show riders how we consistently strive to improve our service and inform riders of policy changes so they can have a more successful experience using our service.

All 128 Business Council shuttle riders will be responsible for following this rider policy. For questions or feedback, contact us at 781-890-0093, Ext. 5 (business office). This rider policy is also available online at [128BC.org](http://128BC.org).

#### CityPoint Member ID Cards

- It is required for all riders to clearly display a valid CityPoint ID card to the driver upon entering the vehicle *every time they ride*. This is proof of your eligibility to ride the CityPoint Shuttle.
- You will not be permitted to board the shuttle without presenting the proper ID card.
- Have your ID card ready *before* you board the shuttle. This will expedite boarding for everyone and keep the shuttle on schedule.
- If possible, free your ID card of any coverings or encasements so the driver can clearly see and more quickly check your ID card.

Your company transportation coordinator will be able to provide you with a valid Member ID card. If you do not know who your transportation coordinator is or require help in obtaining your Member ID card, contact us at [128BC@128BC.org](mailto:128BC@128BC.org) or 781-890-0093, Ext. 5.

#### Shuttle Fares

- CityPoint employees ride free of charge with valid shuttle ID card.
- Charlie Cards are not accepted. 128 Business Council is not affiliated with the MBTA.

### **Shuttle Rider Best Practices**

We want everyone to have a consistent and pleasant experience riding our shuttles. Since this is a private service and not a public transportation entity, we recommend the following best practices to keep our shuttles on time and operating efficiently:

- Plan to arrive at your shuttle stop at least 5 minutes before the scheduled departure time, as all scheduled stop times are approximate.
- Have your Member ID card ready to display to the driver before you board.
- Quickly and safely take a seat after you have displayed your ID card.
- Treat the driver and other passengers with courtesy and respect.

Riding a shuttle operated by 128 Business Council is a privilege, not a right. 128 Business Council shuttles are a private alternative commuting shuttle service, and we are a non-profit 501(c) 4 entity. We also know that you rely on our service to get you to/from work and other destinations and will continue to do our best to consistently provide you the service you've come to expect.

If you have any questions about this rider policy update, please contact us at [128BC@128BC.org](mailto:128BC@128BC.org) or 781-890-0093, Ext. 5.