



Shuttle dispatch
781-890-0093x4

Shuttle operates
Monday-Friday only

Shuttle does not operate:

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

Arrive 5+ minutes early

REV BUS-HARTWELL AREA

A.M. departures from Alewife Station

7:05 AM last drop-off no later than **7:50 AM**

9:00 AM last drop-off no later than **9:40 AM**

Exact arrival times depend upon the stops needed by that day's riders.

No advance reservation needed for A.M. travel.

P.M. pickups returning to Alewife Station

trip begins at **4:00 PM** arrives Alewife by approx. **4:45 PM**

trip begins at **6:00 PM** arrives Alewife by approx. **6:45 PM**

You can request pickup between 5:00 AM EST and 12:00 PM (noon) EST by visiting 128bc.org/contact or your route's schedule page.

After you submit your request, you will receive an email from the 128BC team confirming your pickup time.

Each afternoon/evening, shuttles will only stop at those sites for which riders have requested a pickup.

Be sure to reference the Safe Shuttle Boarding Protocols listed on the following pages for more information.

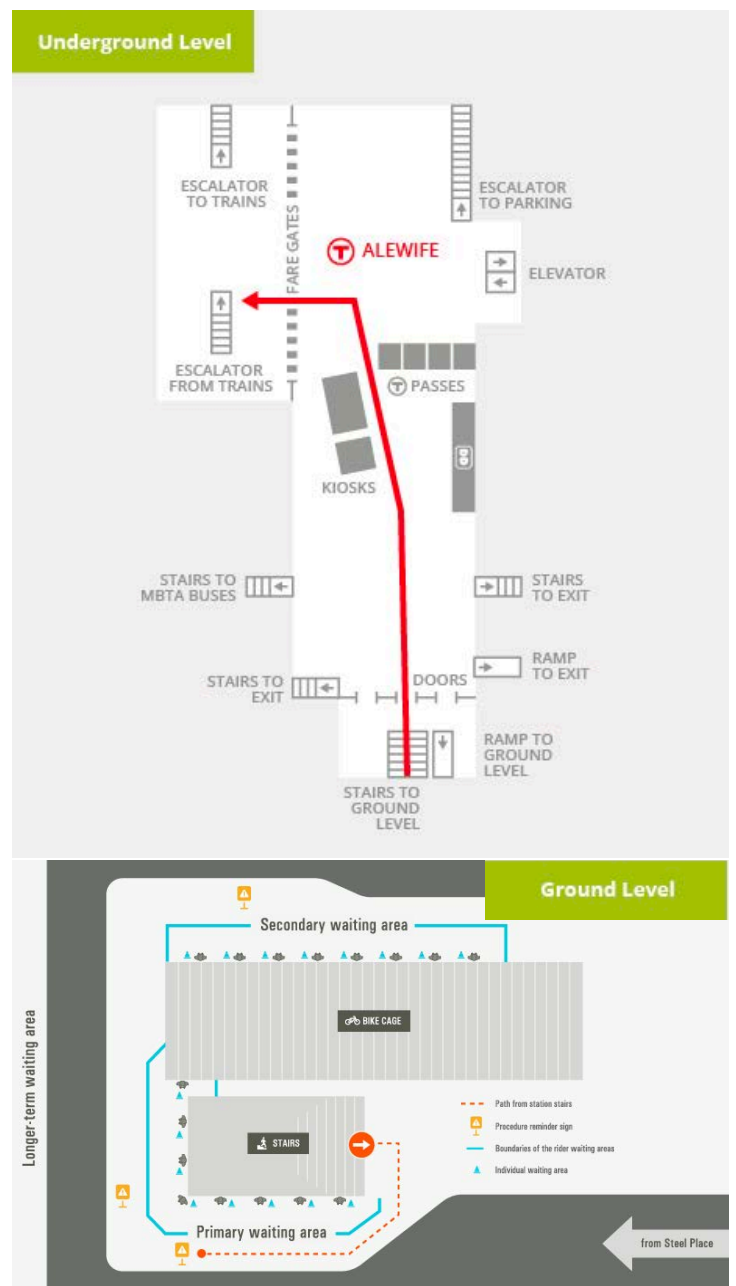
GENERAL RIDER PROTOCOLS

- **All 128BC/The Grid services will be fare-free until further notice.** We are working on developing contact-free methods of fare payment that will be safe for our riders and operators.
- **If telework is an option, consider staying home.** We can work with your employer to develop an office-wide telework plan, as well as other health & safety protocols.
- **If you are ill, definitely stay home.** Your Driver cannot offer a seat on the shuttle to anyone clearly displaying COVID-19 symptoms, including repeated coughing, difficulty breathing, blue lips or face, repeated shaking, or vomiting.
- **Wear a mask to protect those around you,** including our drivers and other shuttle riders. You must wear a mask even if you feel healthy, as those with COVID-19 may experience little to no symptoms while still shedding infectious respiratory droplets.
- **Make sure your mask fits properly.** Your mask should fit snugly over the bridge of your nose and extend down under your chin, covering your mouth and nose completely.
- **Do not let your mask hang below your nose, and do not wear it around your neck.** If you need to remove your mask, take it off completely and place it into a clean bag or container, isolated from other items. Clean masks are more effective.
- **Do not eat or drink in the waiting area or on the shuttle,** as this would require you to remove or compromise your mask.
- **Quiet is Kind.** Help reduce the spread of COVID-19 by minimizing conversation in waiting areas & on the shuttle. Talking less, talking more quietly, or not talking at all limit the production of droplets & aerosols that spread the virus.
- **Wash your hands frequently** throughout the day. Hand sanitizer is available inside the entrance of each shuttle.



MORNING PROTOCOLS

- **REV Bus—Hartwell Area riders do not need to request a ride in the morning.** Just show up.
- When you arrive at Alewife Station, **head to 128BC's PRIMARY WAITING AREA on the ground level.** See the diagram below.
- **Arrive at least 5 minutes early to the primary waiting area.** Give yourself plenty of time so that you don't have to rush.
- **Wait for the shuttle atop one of the bright green 6-foot distance sidewalk decals.**
- **Do not approach the bus until the driver opens the door.** Once the driver opens the door, approach the bus one at a time, and exercise patience to avoid crowding other riders.
- **Inform the driver of your stop as you enter the vehicle.**
- Unless instructed otherwise by the driver, **go immediately to the lowest-numbered available seat**, as far to the back of the shuttle as possible. This will ensure that seats further forward are available to riders boarding after you, reducing potential interactions or even collisions in the aisles.
- **Do not tamper with the windows marked "cracked for health & safety protocols."** Specific windows must remain open to maximize air turnover.
- **Let the riders in front of you exit the bus first** when the shuttle pulls into your stop. The rider in the highest numbered seat (closest to the front) should exit first.
- **Do not stand up until it's your turn to exit.** Please exercise patience by staying in your seat until it is your turn to exit the vehicle.
- **Allow more than 6 feet of space in the aisle** when following others off the vehicle.



EVENING PROTOCOLS

- **Do not forget to request a seat by 12:00 PM EST.** Each afternoon/evening, shuttles will only stop at those sites for which riders have requested a pickup. Afternoon/evening pickup requests for the current day's pickups can be made beginning at 5:00 AM EST by visiting 128bc.org/contact or your route's schedule page.
- **Arrive at least 5 minutes early** to the shuttle waiting area. Give yourself plenty of time so that you don't have to rush.
- **Maintain at least a 6-foot distance** from other waiting riders. *For reference, six feet is a little more than the length of a bicycle and a little less than the length of a full-size bed.* We can also work with your employer to demarcate 6-foot waiting areas as part of creating a worksite health & safety plan.
- **Do not approach the bus until the driver opens the door.** Once the driver opens the door, approach the bus one at a time, and exercise patience to avoid crowding other riders.
- Unless instructed otherwise by the driver, **go immediately to the lowest-numbered available seat**, as far to the back of the shuttle as possible. This will ensure that seats further forward are available to riders boarding after you, reducing potential interactions or even collisions in the aisles.
- **Do not tamper with the windows marked "cracked for health & safety protocols."** Specific windows must remain open to maximize air turnover.
- **Let the riders in front of you exit the bus first** when the shuttle pulls into the station. The rider in the highest numbered seat (closest to the front) should exit first.
- **Do not stand up until it's your turn to exit.** Please exercise patience by staying in your seat until it is your turn to exit the vehicle.
- **Allow more than 6 feet of space in the aisle** when following others off the vehicle.

