



2015 Shuttle Rider Policy Update – Please Read

REV – Hartwell Avenue Shuttle

New Rider Policy Effective Date: February 2, 2015

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 the needs of our Members and riders. Part of this ongoing commitment is exhibited via this updated rider policy. *This new policy is effective February 2, 2015.*

Our shuttle service growth has introduced new challenges, and we are continuing to rise and meet those challenges to maintain the high level of service we wish to provide our Members and riders. 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 updated rider policy. For questions or feedback, contact us at 781-890-0093, Ext. 5 (business office). This updated rider policy is also available online at 128BC.org.

128 Business Council Member ID Cards

- It is required for all riders to clearly display a valid 128 Business Council Member ID card to the driver upon entering the vehicle *every time they ride*. This is proof of your eligibility to ride at a Member fare.
- Have your ID card ready *before* you enter 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 or community 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 781-890-0093, Ext. 5.

Shuttle Fares

- Riders not affiliated with a 128 Business Council Member (non-Members include those who do not work for a Member company or work at a Member building) may pay for their ride with cash or use a non-Member 10-ride pass.
- Riders cannot pay a driver for a morning *and* evening trip on the morning trip, or any other scenario where subsequent trips are anticipated. *Pay per trip only.*
- Drivers do not make change. *Riders must provide exact change.* Both bills and coins are accepted.
- Member rider fares are \$1.00 per trip.
- Non-Member rider fares are \$3.00 per trip.
- Charlie Cards are not accepted. 128 Business Council is not affiliated with the MBTA.

For your convenience, you may purchase 10-ride passes online at 128BC.org in one pack of 10 rides or in four packs of 10 rides. The passes have no expiration date, however, the passes that you purchase are **non-refundable**. You can purchase these passes online with your credit/debit card or via PayPal. To verify passes purchased at the Member fare, your Member domain email address is required at checkout (i.e. MyName@MyCompany.com) and will be verified by 128 Business Council.

If time affords and it is acceptable to your driver (please ask), you may also purchase 10-ride passes from your shuttle driver. Your Member ID card is required for 10-ride pass purchases at the Member fare. You can pay for your 10-ride passes with exact change or with a check made payable to: "128 Business Council." Drivers cannot process credit/debit cards. For assistance purchasing shuttle passes from your driver or online, contact us at 781-890-0093, Ext. 5.

Rider Responsibility Procedure

As a 128 Business Council shuttle rider, you are 100% responsible for being on time, boarding properly and having a valid Member ID card and/or the correct change/pass for your trip. Because all scheduled shuttle stop times are approximate, please arrive at least **5 minutes before your scheduled departure**. You are also responsible for your behavior and courtesy while using our shuttles and interacting with your driver and other passengers.

We understand that there may be occasional occurrences of lost, expired or unissued Member ID cards (as in the case of a new employee, for example). There may also be instances of not having the exact change for your fare (remember, drivers do not make change) or a forgotten pass. Because we want to get you to your destination in a timely fashion and not disrupt other passengers, we are instituting a new Rider Responsibility procedure as part of this rider policy update.

- If you do not have a valid Member ID card, **you will not be denied a trip.**
- If you do not have exact change or a pass for your fare, **you will not be denied a trip.**

128 Business Council Guaranteed Ride Home (GRH) Program Fact Sheet

If either of these events occur, board the shuttle and:

- Inform the driver that you do not have a valid ID card or that you do not have exact change/pass for the fare, whichever applies.
- Before you take your seat, the driver will ask you to write your name and contact information on a log sheet. Your full name and phone number is required.
- The driver will note what happened and hand you a Rider Responsibility pamphlet. The Rider Responsibility pamphlet will explain what will happen next. We recommend that you review this pamphlet during your trip so you know what to expect.
- You can then take your seat and complete your trip.

Rider Responsibility Procedure Follow-up

- The driver will provide your name, contact information and what happened on your ride to 128 Business Council.
- You will receive a follow-up call from 128 Business Council to discuss what happened.
- If you are part of a 128 Business Council Member organization, your transportation coordinator may also be updated in chronic cases of failure to follow the Rider Responsibility procedure. This is to control any gap in education regarding our shuttle rider policy as well as keeping Member management informed of Rider Responsibility success.

We will do whatever is necessary to help you avoid future Rider Responsibility problems, whether that includes a Rider Responsibility refresher, helping you get a valid ID card or other support. If there are more than three (3) occurrences in a 30-day period, your 128 Business Council shuttle rider privileges will be revoked and you will not be permitted to ride our shuttles.

If you refuse to provide your name and contact information to the driver when you have an occurrence, 128 Business Council will expedite the Rider Responsibility follow-up procedure. Please note that you may also be at risk of losing your shuttle rider privileges permanently if you fail to comply with this procedure.

The Rider Responsibility procedure is to ensure that all riders are using shuttles responsibly. Rider fraud is a reality, and we take appropriate measures to ensure our Members and all riders are treated fairly and equitably. We know that sometimes mistakes happen. So, if you lose your ID card, forget to bring your driver exact change, run out of passes or other things happen out of your control, we will not deny you your trip. By adhering to this new shuttle rider policy, you are better equipped to make your shuttle riding experience a long-term success.

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 stops are approximate.
- Have your Member ID card ready to display to the driver before you board.
- Have your exact change or passes ready before you board.
- Quickly and safely take a seat after you have displayed your ID card or paid your fare.
- 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 781-890-0093, Ext. 5.