



128 BUSINESS COUNCIL

UNLOCKING THE GRID

## Rider Guide

### 128 Business Council Shuttle System

128 Business Council currently operates four commuter shuttle programs. The purpose of our shuttles is to connect companies and business parks in the suburban communities to the larger MBTA system. Our shuttle is the “last leg” of our riders’ trips. Our shuttles provide transportation to jobs that are unreachable unless you have a car, while at the same time reducing traffic congestion in the Route 128/West area by removing single-occupancy vehicles.

### Origin

Started in 1989, the Alewife shuttle service began with three member companies and one 14-passenger van. 24 years later there are over 20 members on the Alewife system who are served by (6) 33-passenger vehicles. The Waltham Center Shuttle started with one member company and an 8-passenger van, serving riders on the West side of the Winter Street bridge. 24 years later, the Waltham Center Shuttle serves 4 members with a 25-passenger vehicle. The Needham Shuttle started in January of 2000 with 12 members and one 33-passenger vehicle. This service continues 13 years later with the same size vehicle and about the same number of member companies. The REV Bus - Hartwell Area Shuttle - is our newest shuttle, launching in September, 2013.

### Funding

We coordinate these services for our members by pooling the funds of many companies to provide a service no one company alone could afford. Our member companies then offer the service to their employees/tenant employees as a benefit.

128 Business Council is a non-profit 501 (c) 4 organization. We were created in 1987 to provide relief to traffic congestion in the Route 128/West area so that everyone can enjoy a sustainable, stable grid that supports an economically vital community.

### Members

There are several ways to find out if a company is a member of 128 Business Council: Ask the manager or HR department; check the member page on our website for our

current list of members: <http://www.128bc.org/current-members/>; and check the lists on our shuttle schedules:

Alewife Shuttle Route A:	<a href="http://www.128bc.org/alewife-shuttle-route-a">www.128bc.org/alewife-shuttle-route-a</a>
Alewife Shuttle Route B:	<a href="http://www.128bc.org/alewife-shuttle-route-b">www.128bc.org/alewife-shuttle-route-b</a>
Needham Shuttle:	<a href="http://www.128bc.org/needham-shuttle/">www.128bc.org/needham-shuttle/</a>
Waltham Center Shuttle:	<a href="http://www.128bc.org/waltham-shuttle">www.128bc.org/waltham-shuttle</a>
REV Bus - Hartwell Area Shuttle:	<a href="http://www.128bc.org/har">www.128bc.org/har</a>

Employees of member companies who would like to use the shuttle must obtain a member shuttle ID card from their company's transportation coordinator. If the rider does not know who that is he/she can call 781-890-0093 and we will be able to provide that information.

### **Non-Members**

Employees of non-member companies can use the service, however, since our member companies pay a fee to participate in the service, only their employees can ride for the member fare. Employees of non-member companies may ride the shuttle for the non-member fare. Non-member riders must also use the shuttle to a member company location – drivers are not authorized to make unscheduled stops. Please visit each shuttle website for a list of member/non-member fares.

### **Boarding**

Every rider shows his/her ID upon every boarding. This keeps shuttle costs down by preventing fraud and keeps things moving if there is a substitute driver or some other change that might affect the service.

The Alewife Shuttle boards passengers in the “passenger pick up and drop off area” in the rear of Alewife Station on the Alewife Station Access Road side.

The Needham Shuttle boards passengers next to 1175 Walnut Street, Newton Highlands, directly across the street from the green line stop.

The Waltham Center Shuttle boards passengers on Carter Street in Waltham Center, directly across the street from the commuter rail stop at the post clock.

The REV Bus - Hartwell Area Shuttle boards passengers in the “passenger pick up and drop off area” in the rear of Alewife Station on the Alewife Station Access Road side.

### **Schedules**

There are several departure times each morning for each shuttle service. Please view your schedule here:

Alewife Route A: [www.128bc.org/alewife-shuttle-route-a](http://www.128bc.org/alewife-shuttle-route-a)  
Route Route B: [www.128bc.org/alewife-shuttle-route-b](http://www.128bc.org/alewife-shuttle-route-b)  
Needham: [www.128bc.org/needham-shuttle/](http://www.128bc.org/needham-shuttle/)  
Waltham Center: [www.128bc.org/waltham-shuttle](http://www.128bc.org/waltham-shuttle)  
REV Bus: [www.128bc.org/har](http://www.128bc.org/har)

If a rider ever has questions or trouble viewing the schedule, he/she can always give us a call (781) 890-0093.

**Please remember, as times are approximate and everyone's watch is a little different, riders should plan to always arrive least 5 minutes early. If there is a problem with the MBTA that is delaying trains, call (781) 890-0093, and we *may* be able to hold the shuttle for a minute or two.**

Approximate morning arrival times at member company locations are listed for each stop on the schedule. However, riders will likely arrive at work earlier than the time listed because drivers only go to a stop in the morning if someone is riding to that location. On the other hand, in the afternoon/evening, drivers pull in to every location on the schedule, even if no one is there.

Riders do not need to call to request pick-up service in the afternoon/evening unless he/she wants to use one of our Alewife Shuttle "on demand only" pick-up times after 7:00 PM. The rider must call 781-890-0093 before 3:00 PM to utilize these runs. Please see the schedule for details.

The shuttle routes are designed for commuters, and therefore travel from the MBTA Station to our member companies in the morning and from our member companies to the MBTA Station in the evening. Some services also provide service to residential locations on the opposite routes. (To the MBTA Station in the morning and from the MBTA Station in the afternoon.) Technically, these reverse trips "belong" to the residential members. Additionally, not all shuttles will return to the MBTA station or to our member companies near or after the end of their route.

We are *occasionally* able to make exceptions however, so if rider knows in advance that he/she would like a **one-time** reverse ride, please call the day before and we will do our best to schedule one for you.

Because our system has so many member stops and because we are geographically 6-10 miles from the stations, it takes a significant amount of time to serve everyone during peak traffic times resulting in long gaps between pick-ups.

Because member companies pay a *portion* of what it costs to run the service, but not all of it, riders are charged a fare for use. Fare revenue combined with member fees covers the whole cost.

## Fares

Shuttle Service fare prices re listed below:

### Alewife Shuttle:

If you are employed by or are a tenant of one of our member companies, the fare is \$2.75 per trip. If you are not, the fare is \$5.00 per trip.

### Needham Shuttle:

If you are employed by or are a tenant of one of our member companies, there is no fare. If you are not, the fare is \$4.00 per trip.

### Waltham Center Shuttle:

If you are employed by or are a tenant of one of our member companies, the fare is \$2.00 per trip. If you are not, the fare is \$3.00 per trip.

### REV Bus - Hartwell Area Shuttle:

If you are employed by or are a tenant of one of our member companies, the fare is \$1.00 per trip. If you are not, the fare is \$3.00 per trip.

Riders must have exact change as drivers **are not** permitted to make change, however, dollar bills as well as coins may be used.

## Passes

10-ride passes are available for the Alewife, Waltham, and Needham commuter shuttle services. These passes are not refundable and do not expire. Passes may be purchased from your driver from your driver with cash (exact change, bills OK) or with a check made out to "128 Business Council." New in 2013, passes are available for purchase on our website using a credit/debit card through PayPal. <http://www.128bc.org/10ride/>

### Alewife Shuttle:

#### Member\* Pass:

One 10-ride pass = \$27.50

Buy (4) together = \$100

\*Your member shuttle ID is required to make this purchase.

#### Non-Member Pass:

One 10-ride pass = \$50.00

No discount on non-member multiple pass purchases.

Needham Shuttle:  
Non-member Pass:  
One 10-ride pass = \$40.00  
No discount on non-member multiple pass purchases.

Waltham Center Shuttle:  
Member\* Pass:  
One 10-ride pass = \$20.00  
Buy (4) together = \$70  
\*Your member shuttle ID is required to make this purchase.

Non-Member Pass:  
One 10-ride pass = \$30.00  
No discount on non-member multiple pass purchases.

As explained above, our member companies support the majority of the cost of operation. As such, their employees ride for a reduced rate. Because we promote alternative transportation for everyone, we allow non-members to ride, but at a higher rate. This encourages companies to become members and support the cost of the shuttle. If companies did not financially support the shuttle, it would cease to exist – transportation services cannot operate on fares alone.

Because the commuter shuttles are not connected financially to the MBTA in any way, riders may not use Charlie cards for fare payment.

Shuttle service is provided Monday through Friday only.

## **Holidays**

The shuttle does not operate on the following holidays\*:

New Year's Day,  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Day

\*Depending on what day of the week a holiday falls on, there may not be service on the day before or after. This information will be highly publicized well in advance of the holiday. If one of our members would like an early pick-up before a major holiday, we offer these for a small fee. This has to be arranged well ahead of time and has to be requested by a contact that is authorized to receive an invoice for the service.

We do our very best to communicate information during inclement or stormy weather conditions.

## **Rider Tools**

The very best way is to follow 128 Business Council on Twitter @UnlockTheGrid.

Another useful tool is our GPS tracking system which is available on our website and via the “Ride Systems” mobile app available for iPhone, Android, and Blackberry devices. [www.128bc.ridesystems.net](http://www.128bc.ridesystems.net)

## **Inclement Weather**

Also, 128 Business Council makes every possible attempt to accommodate shuttle riders during inclement weather. During snowstorms, shuttles run on a regular schedule, however, riders are asked to be patient as conditions may cause the shuttle to run significantly behind schedule. If shuttle service has begun on any particular day, **it will not be cancelled mid-commute or mid-day.** (You will not be stranded.) Upon the occurrence of a severe snowstorm during the workday, the 128 Business Council **may** run an earlier schedule (beginning and ending earlier) if forecasted conditions warrant it. **If a member company would like to schedule an early release, the request must be made by 10 AM\* by someone authorized to make the decision and receive an invoice for extra charges.**

See our full snow policy here: <http://www.128bc.org/snow/>