

A service of:



CITY OF WATERTOWN



WATERTOWN • • • •

∞NNECTOR

PLEASANT STREET

Public Riders' Quick Start Guide

| | |
|------------------------------|----|
| ■ Quick-Start | 3 |
| ■ Sign-Up Process | 4 |
| ■ Using the Trip Planner | 6 |
| ■ Boarding | 9 |
| ■ Route and Stops | 10 |
| ■ Rider Etiquette | 13 |
| ■ Frequently Asked Questions | 14 |
| ■ Contact | 15 |



Quick Start



Find Your Shuttle: Wrapped vehicles drive your route



Public Riders' Sign-Up: On the TripShot rider app, using your email address; or with paper tickets at City Hall




Prepare: Understand our boarding policy and process



Get Assistance: watconnector@wedriveu.com

Public Riders' Sign-Up on TripShot

1. Download the TripShot Rider app using the QR Code  on this page.
2. Enter your Service Name: **<Pleasant>**.
3. Sign up for a TripShot account using your **email address**. Check your inbox for an email from TripShot to verify your email.
4. Then, **load your wallet** to ride.
5. Upon first logging in, TripShot will request access to your location and to send you notifications. Click **Allow**.



Public Riders' Paper Ticket

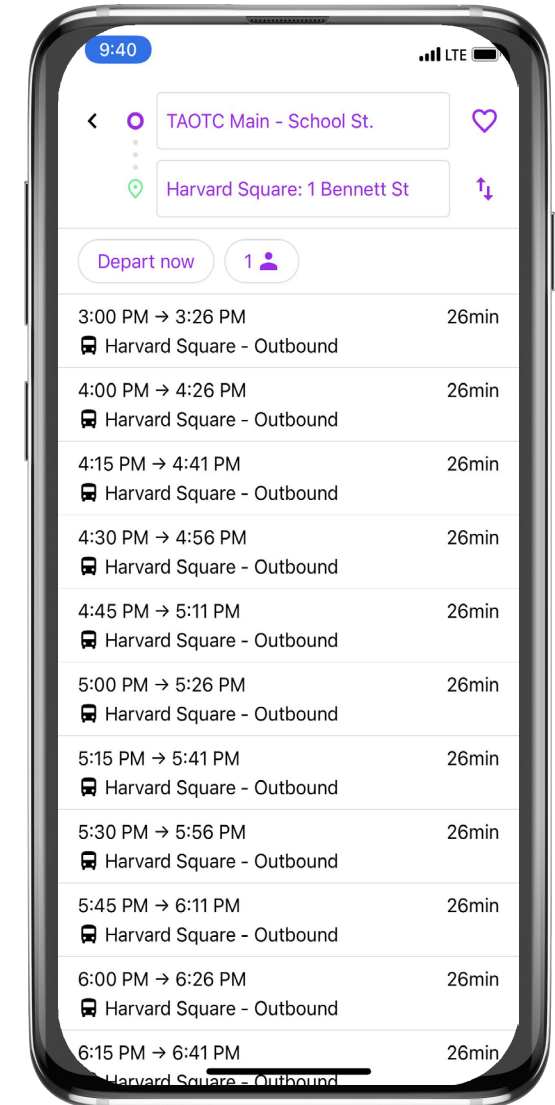
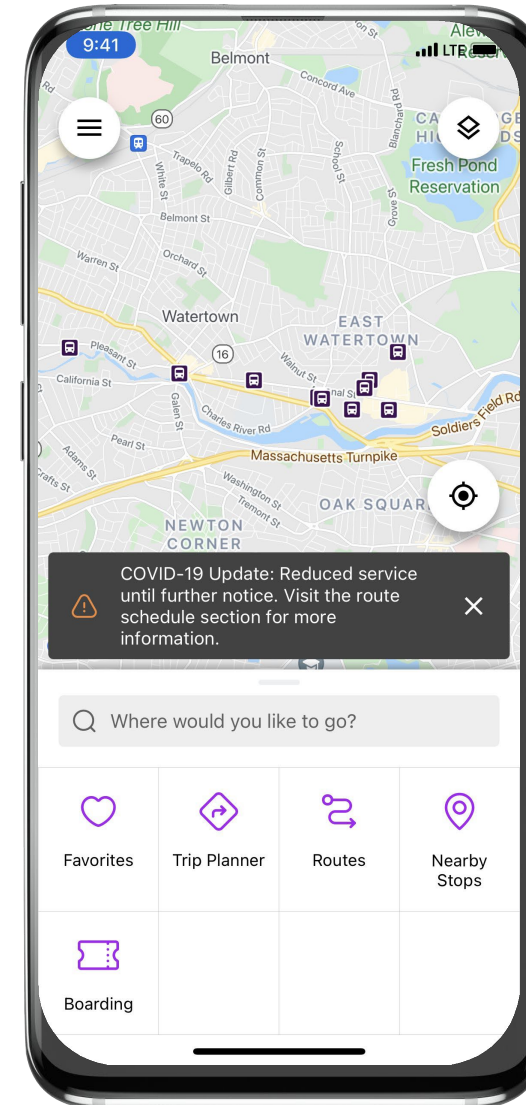
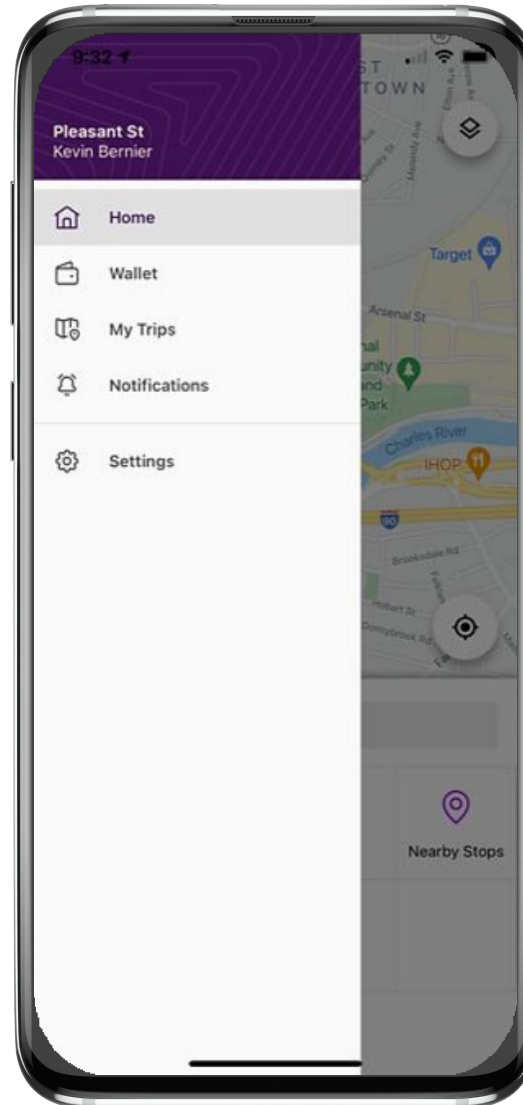
1. For riders who do not use the TripShot app, a 10-ride boarding pass card (paper ticket) can be purchased for \$10 at the City Clerk's office, Watertown City Hall, 149 Main Street.
2. Give your pass card to the shuttle driver for them to “**hole punch**” the number corresponding to the ride that you are on.
4. Driver gives pass card back.
5. **Please make sure you hold onto the pass card for your next ride!**



Trip Planner in the TripShot Rider App

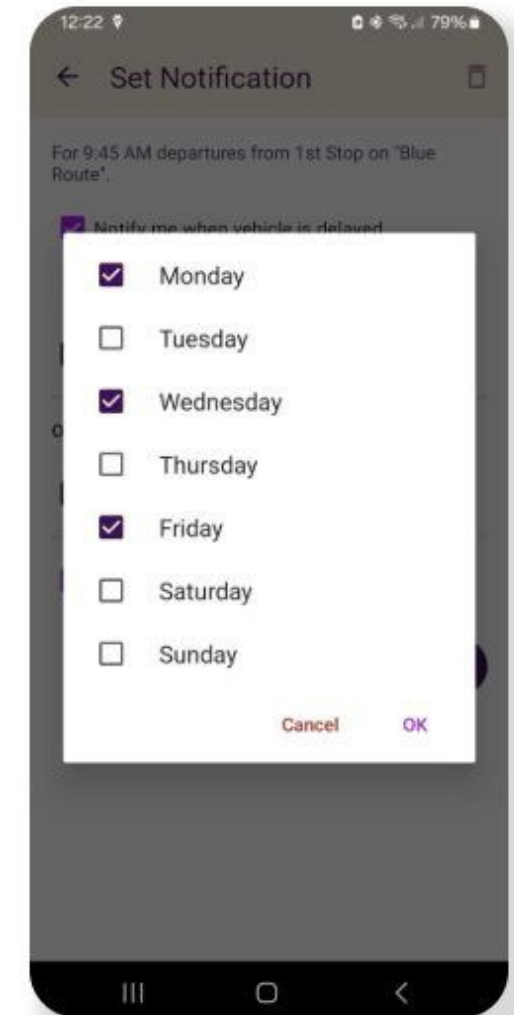
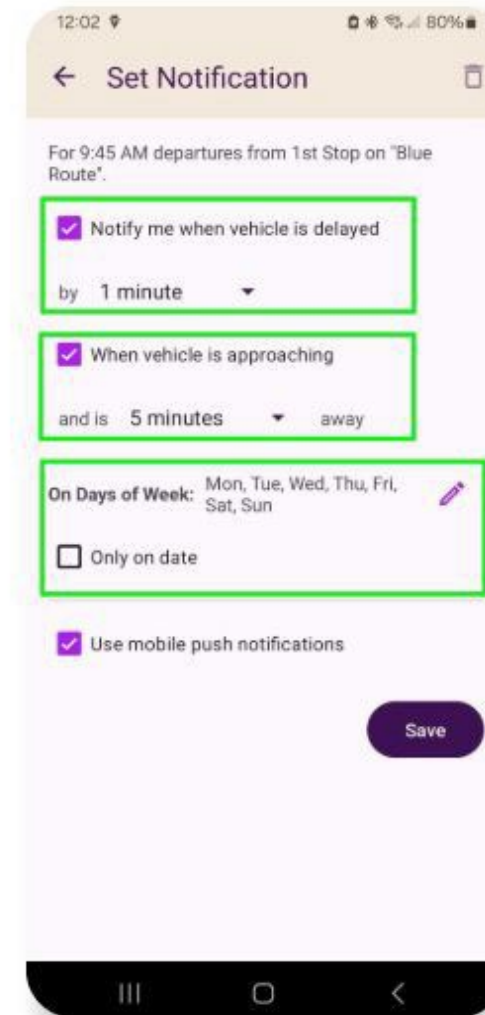
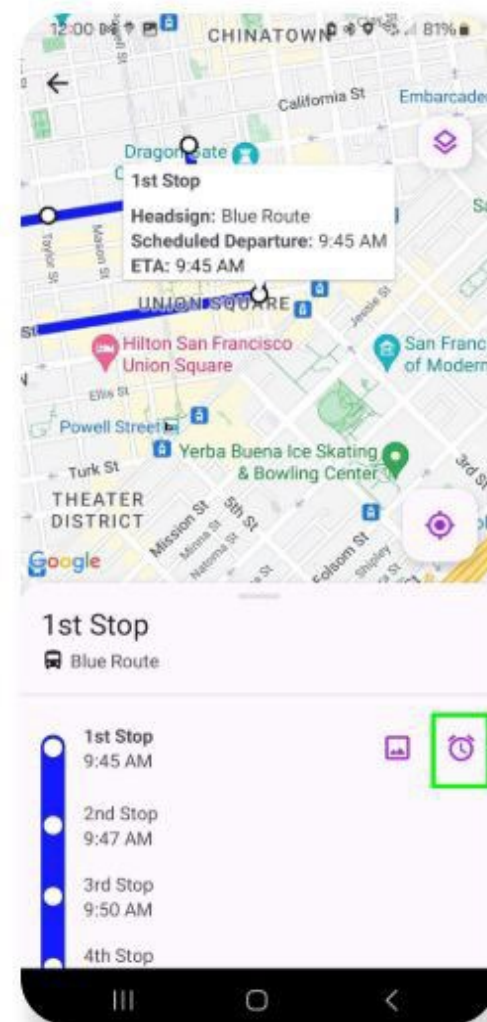
1. Select **Trip Planner** – to see options from your current location to your destination
2. Select **Routes** – to see all your nearby route options.
3. Select **Nearby Stops** - to see all your route stops.

Pro Tip: You can "favorite" trips for easy access.



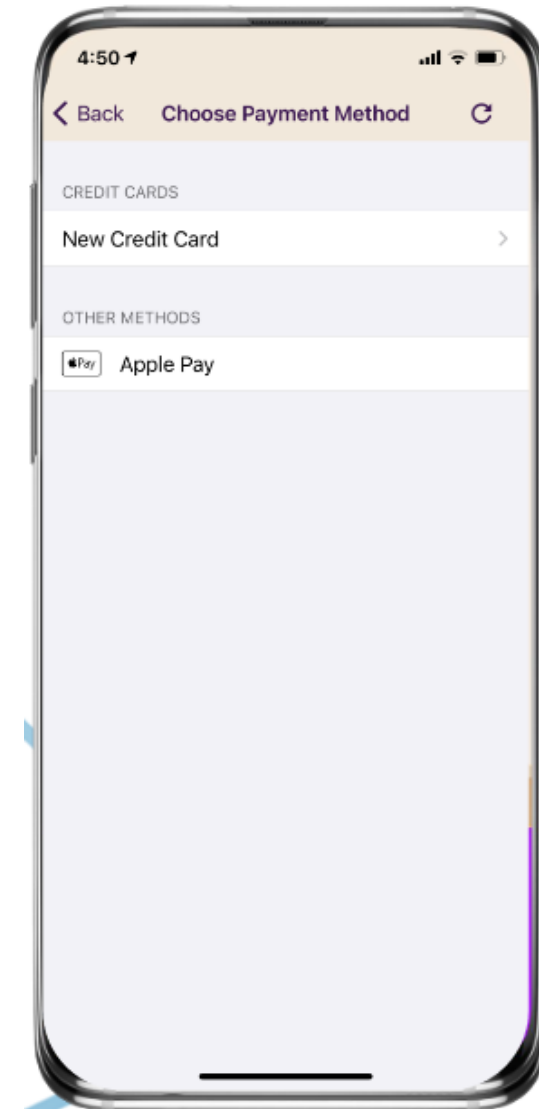
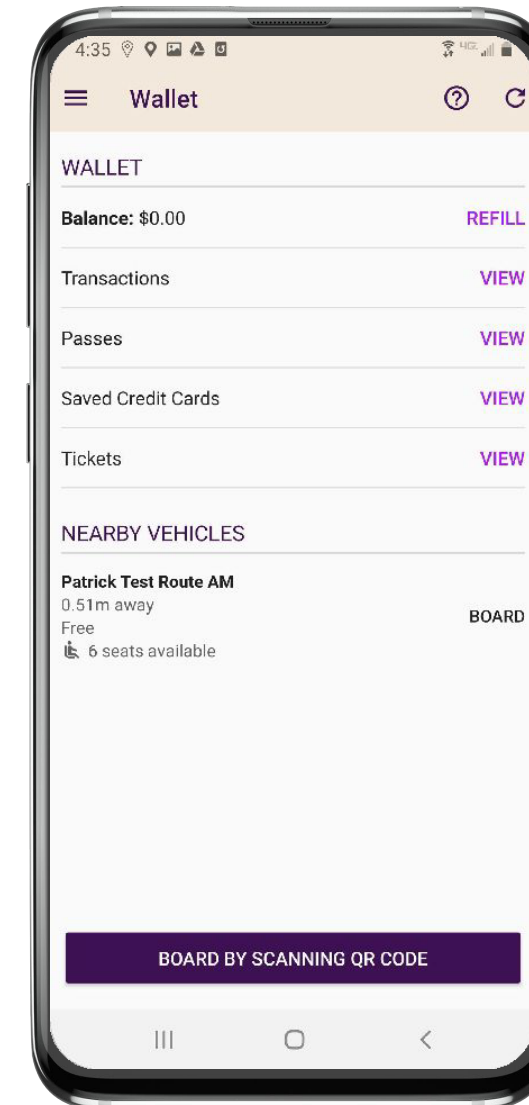
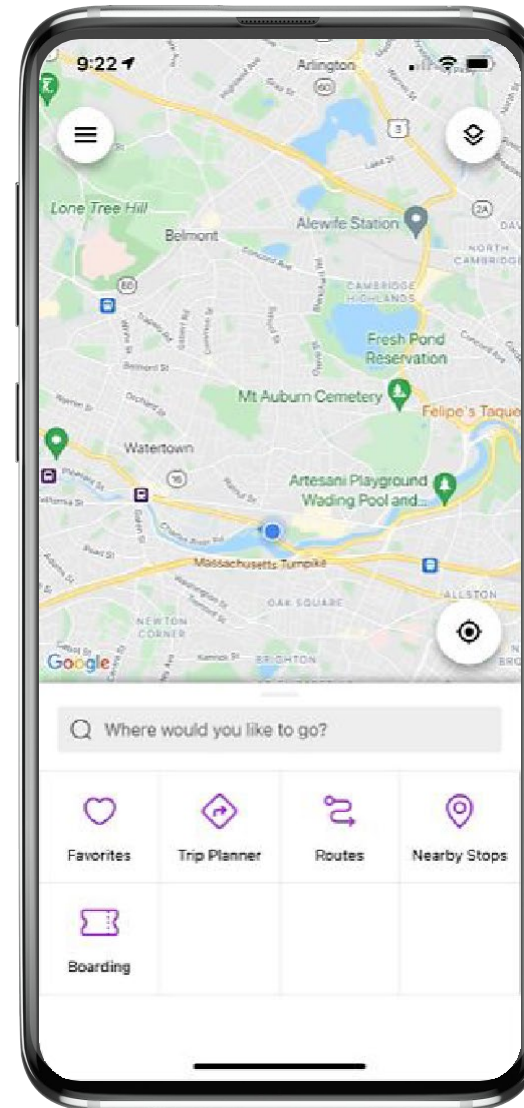
Set Up Notifications in TripShot

1. Subscribe to receive push notifications about your shuttle location.
2. On your route map, **swipe from the bottom** to reveal the trip details.
3. Set a notification by choosing a departure time, then **tap the alarm icon**.
4. Edit your **notification settings and Save**.



Loading Your Wallet in TripShot

1. From the Home screen navigate to **Boarding**.
2. Click on **Balance**.
3. Select **purchase amount** (minimum \$10) and choose payment method.
4. Credit Cards may be saved to your account for quick future purchases.
5. You may also click on **transactions** to see past purchases.

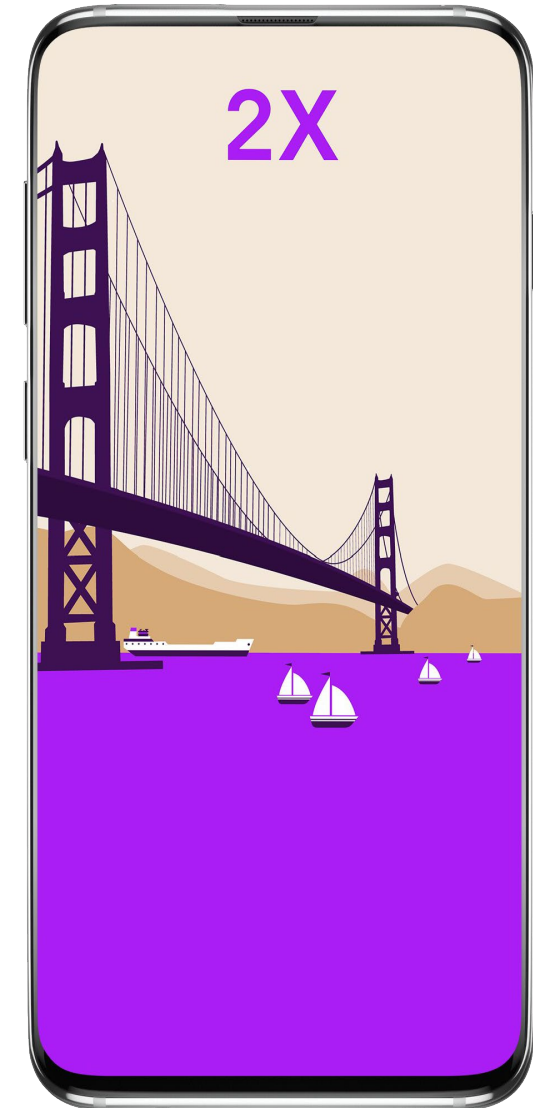
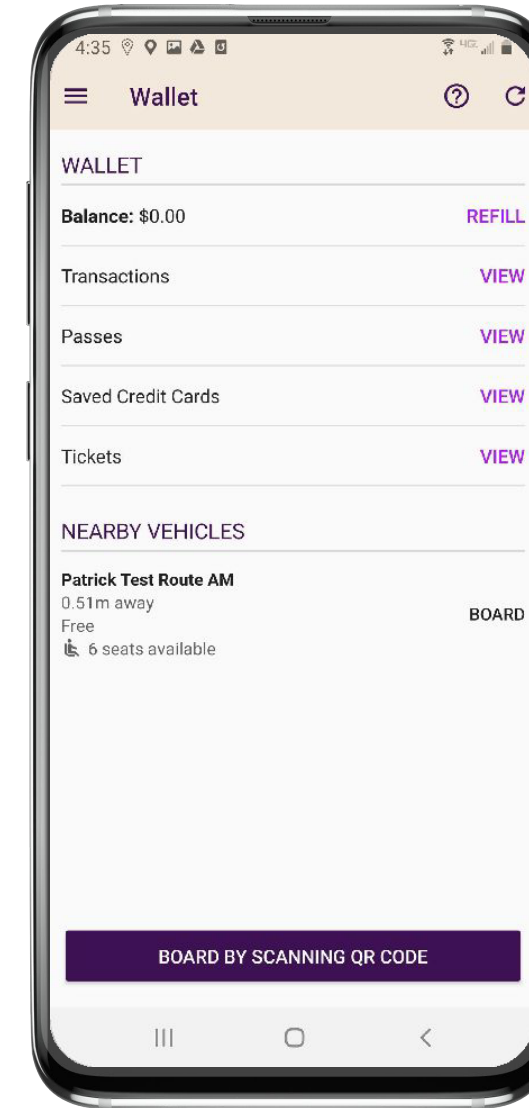
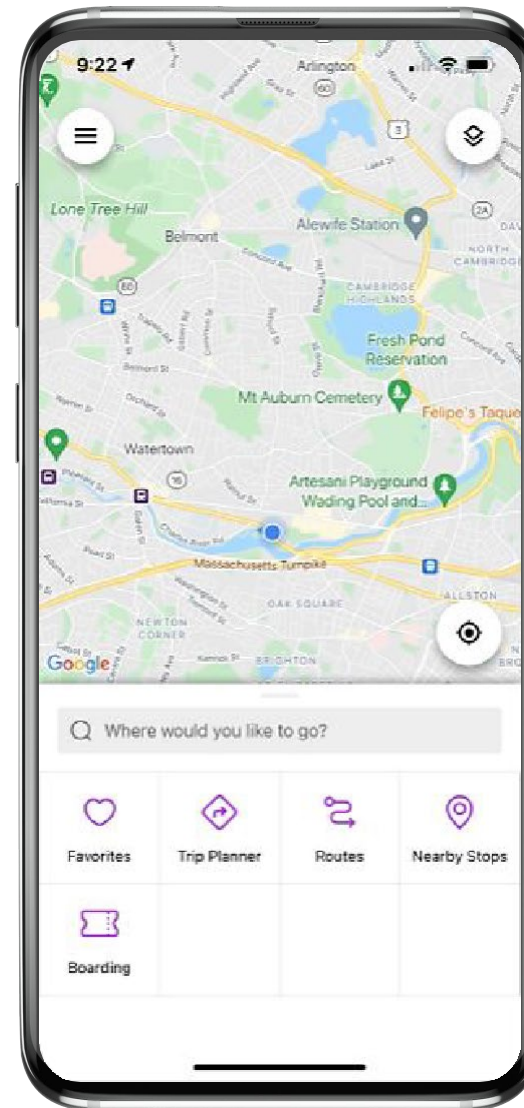


Boarding Your Vehicle using TripShot

NOTE: You can only generate a boarding pass while the shuttle is operational and near your stop.

1. In the panel below the map, click on **Boarding**.
2. As your vehicle approaches it will appear under **Nearby Vehicle** and your route will populate on the screen.
3. Select **your vehicle** to generate a digital boarding pass. Click **Board** when asked to confirm.
4. To board, **show your pass** to the driver.

Pro Tip: You can click 'Board by Scanning QR Code' while entering the vehicle and scan the onboard QR Code to generate a pass.



WATConnector Pleasant Street Shuttle Route

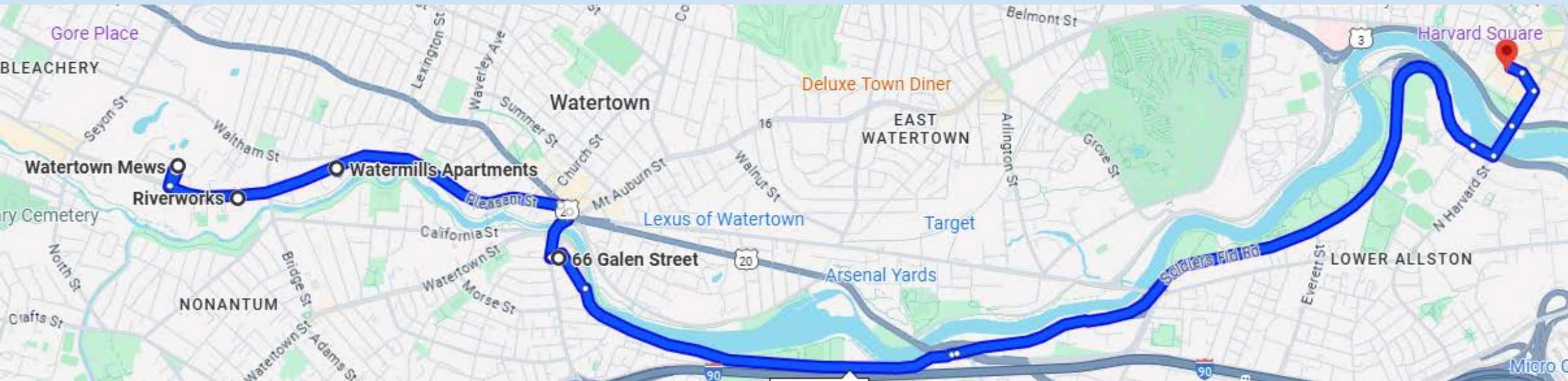
1. Watertown Mews:
Main lobby

2. Riverworks:
480 Pleasant St.

3. Watermills/Aver:
Inbound: Watermills side
Outbound: The Aver side

4. 66 Galen/Watertown Yard:
Technology Way at 66 Galen main lobby

5. Harvard Square:
1 Bennett St., Cambridge



Harvard Square Stop

Address:

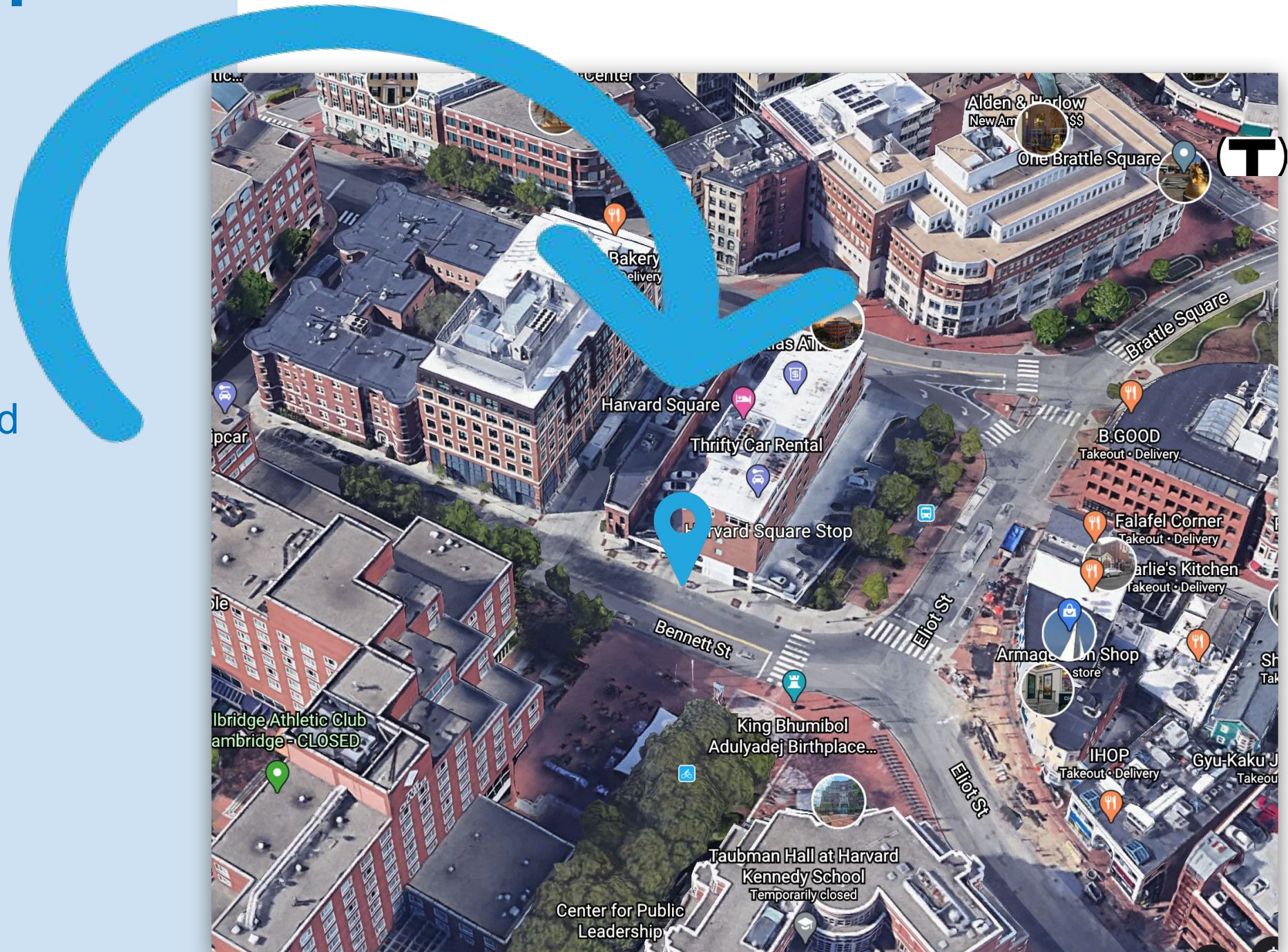
- 1 Bennett St., Cambridge, MA

Location Details:

- Across from the Charles Hotel and directly behind the Harvard Square Hotel's parking garage

Transit Connections:

- MBTA Red Line
- Various MBTA bus lines
- Bluebikes
- MBTA Commuter Rail via Porter Square



66 Galen/Watertown Yard

Address:

- Technology Way at 66 Galen

Location Details:

Curbside pull in area at the main entrance doors of 66 Galen Street, located on Technology Way, directly across from the MBTA bus stop

Transit Connections:

- Transfer points for MBTA bus services
- 504 MBTA express Bus
- 52 and 57 MBTA buses
- Bluebikes
- 5 minute walk to 71, 59, and 70 buses



Rider Etiquette

- 1. Arrive Early to the Stop:** Get to the stop five minutes early. Shuttle will depart on time!
- 2. Be Kind to Others:** Turn down the volume of music/calls, don't eat or drink on-board, and offer up the empty seat next to you.
- 3. Identify Yourself:** Present your boarding pass to the driver as you board.
- 4. Don't Forget Your Items:** Look around and bring your personal items with you as you exit the shuttle, **including trash**. Email watconnector@wedriveu.com if you have a lost & found item.
- 5. Thank Your Driver!** They make your commute a breeze!

Frequently Asked Questions

How do I log into Tripshot?

Enter the service name and sign in using your username (which is your email address) and password that you created.

What if I have an issue logging in?

Reach out to watconnector@wedriveu.com.

What if I don't have an Android or iPhone device?

10-ride boarding pass cards can be purchased for \$10 at the City Clerk's office, Watertown City Hall, 149 Main St.

How will TripShot help me plan my daily commute?

TripShot will always have the latest shuttle schedules and route information. The Rider app provides a Trip Planner to view all route options, access to shuttle real-time location, and ability to set intelligent notifications if a vehicle is arriving or delayed.

Is the vehicle location accurate and real-time?

Yes, TripShot collects GPS (Global Positioning System) data approximately every second from the shuttle.

Are the TripShot delay notifications and the estimated time of arrivals (ETAs) reliable?

TripShot utilizes Google Maps Traffic Data for stop ETAs and factors in traffic, collisions, and construction.

Are dogs allowed?

The Americans with Disabilities Act (ADA) service animals are allowed.

Why do I have to pay?

WATConnector – Pleasant Street is a partnership between the City of Watertown and the Watertown Transportation Management Association (WTMA) residential and commercial members for free. The service is open to non-WTMA members for \$1 per ride.



Questions?
Feedback?
Ideas?

director@watertowntma.org

www.watertowntma.org/watconnector-pleasant-street