

A service of:

CITY OF WATERTOWN



WATERTOWN • • • •

∞NNECTOR

PLEASANT STREET

Residents' Quick Start Guide

■ Quick-Start	3
■ Sign-Up Process	4
■ Using the Trip Planner	5
■ Boarding	7
■ Route and Stops	8
■ Rider Etiquette	11
■ Frequently Asked Questions	12
■ Contact	13



Quick Start



Find Your Shuttle: Wrapped vehicles drive your route



Residents' Sign-Up: Use the Rider Form



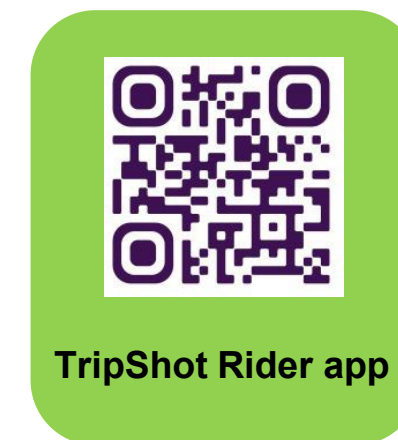
Prepare: Understand our boarding policy and process



Get Assistance: watconnector@wedriveu.com

Residents' Sign-Up

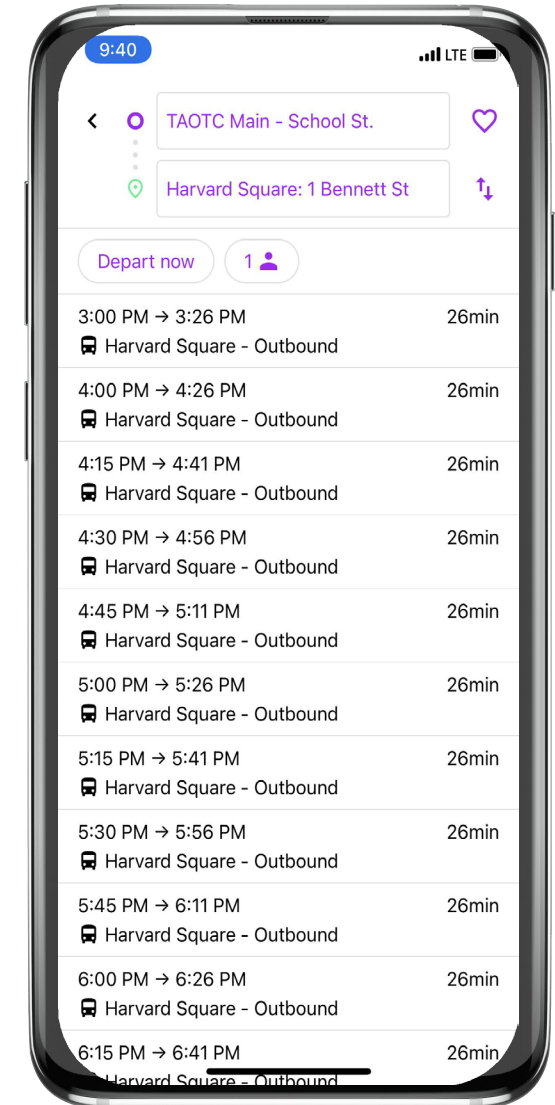
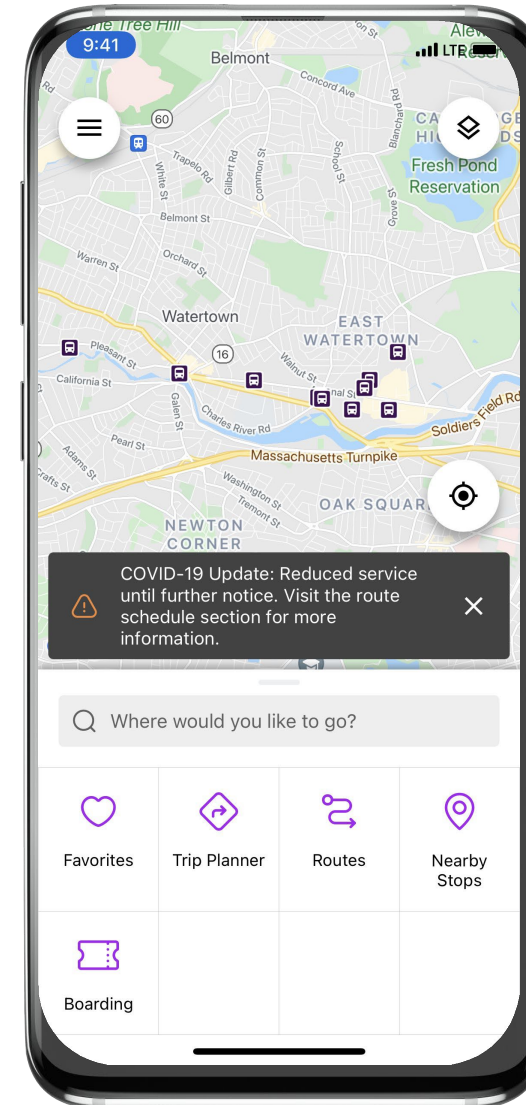
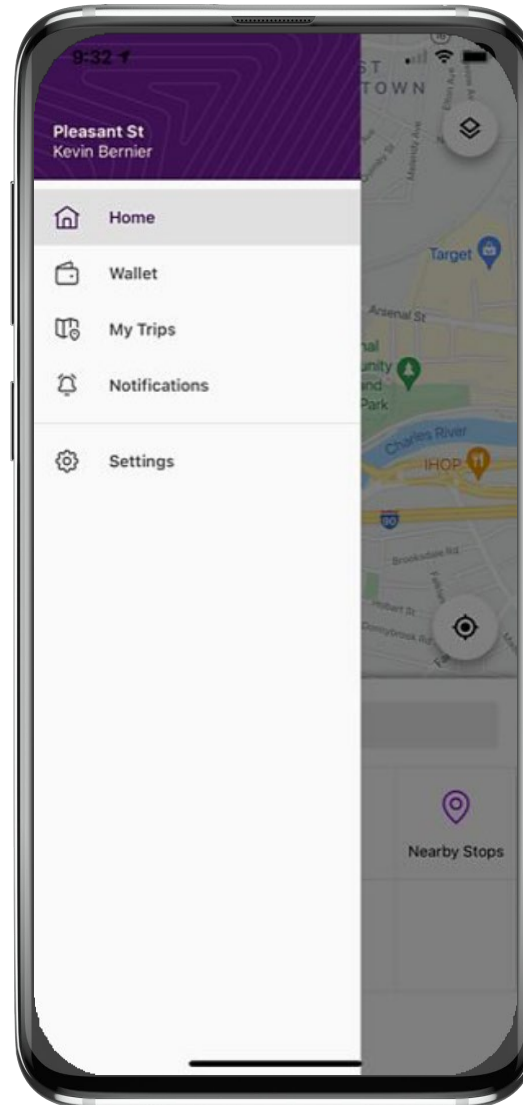
1. Request a login: Complete the **Rider Form** by scanning the QR code on this page
2. **Wait:** The WATConnector team will email you login instructions and credentials within one business day
3. **Download:** The TripShot Rider app
4. Service Name: **Pleasant**
5. Select **Sign Up** and enter the credentials provided by the WATConnector team
6. Upon first logging in, Tripshot will request access to your location and to send you notifications. **Click Allow.**



Trip Planner in the TripShot Rider App

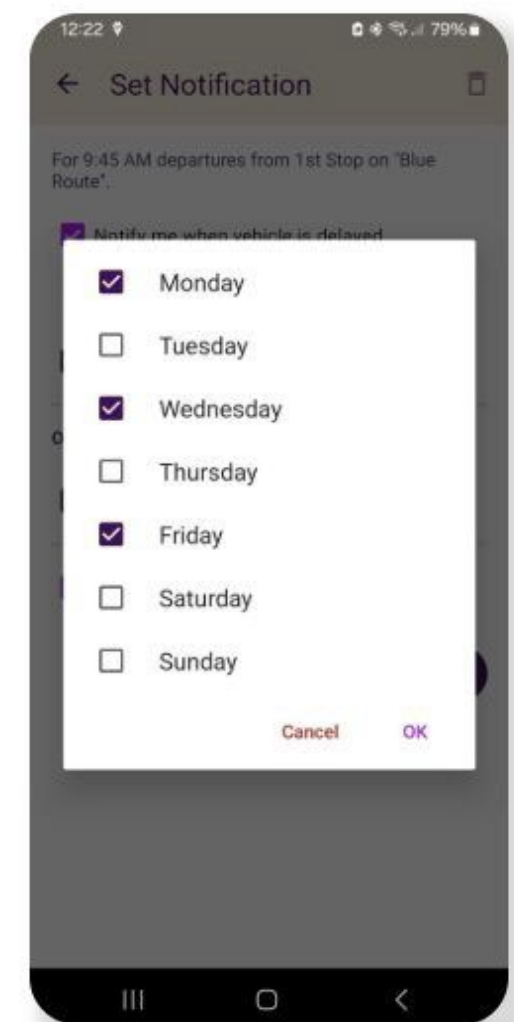
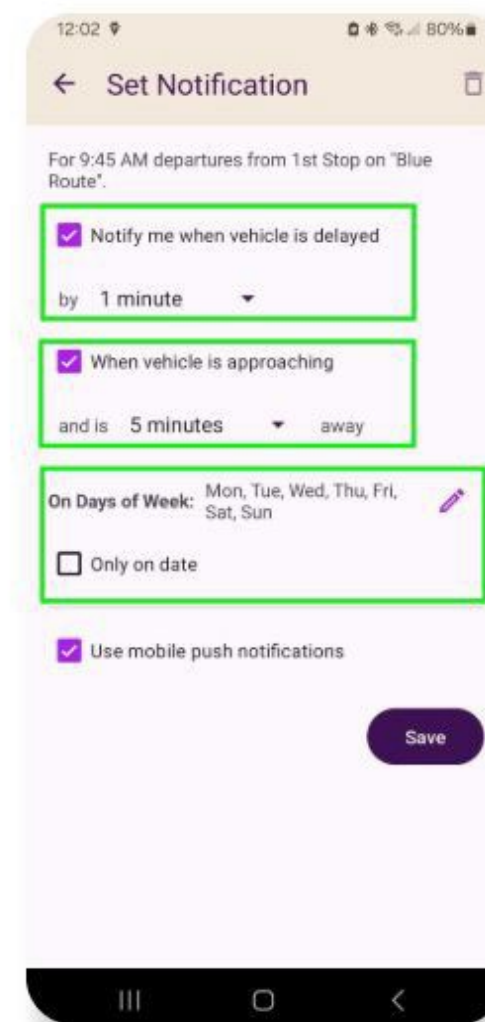
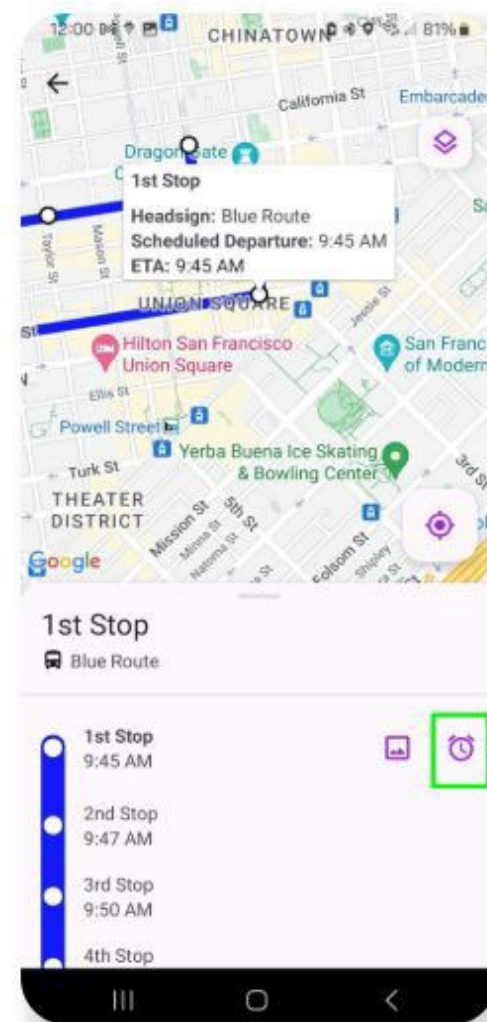
1. Select **Trip Planner** – to see options from your current location to your destination
2. Select **Routes** – to see all your nearby route options.
3. Select **Nearby Stops** – to see all your route stops.

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



Set Up Notifications in the TripShot Rider App

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**.

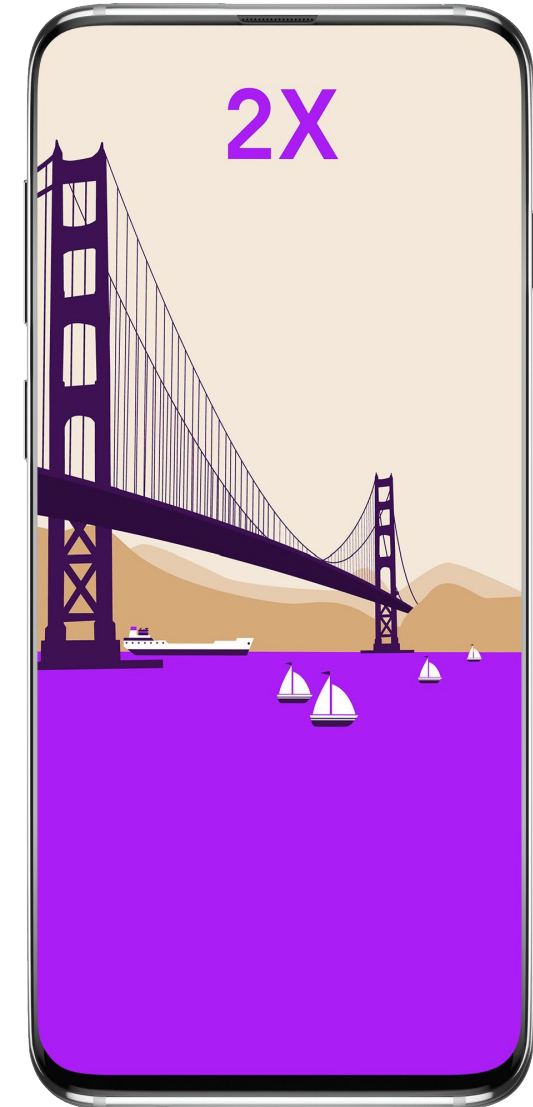
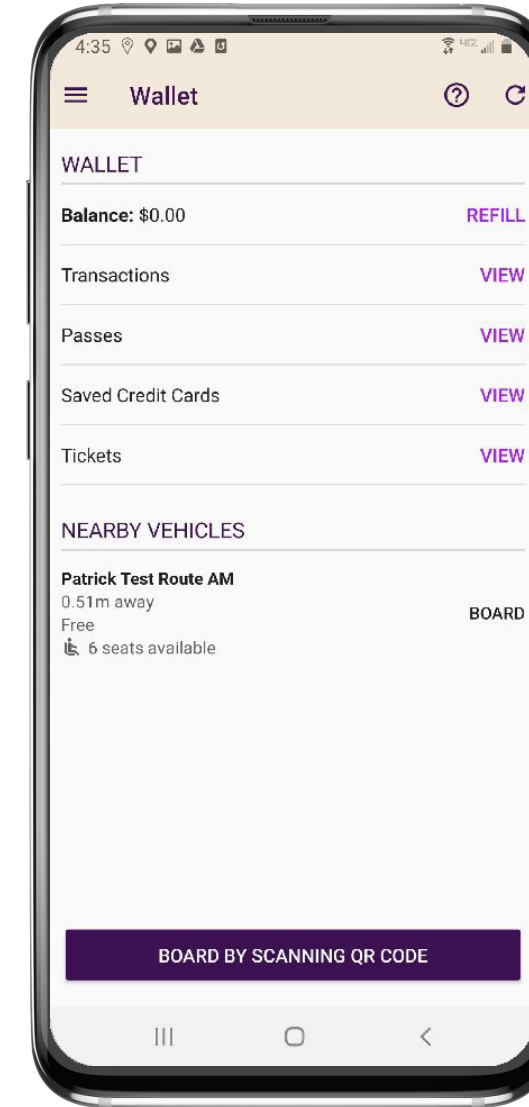
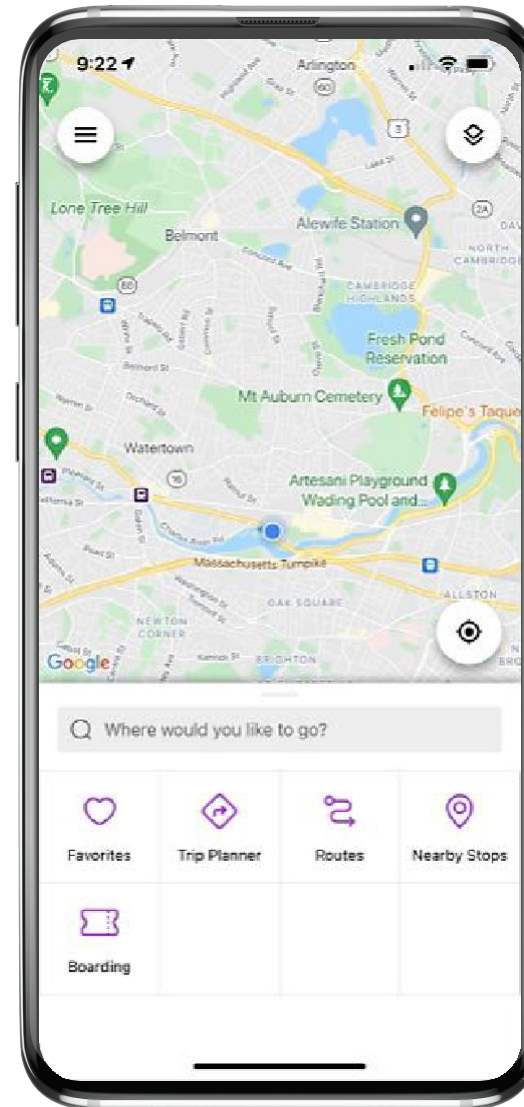


Boarding Your Vehicle

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

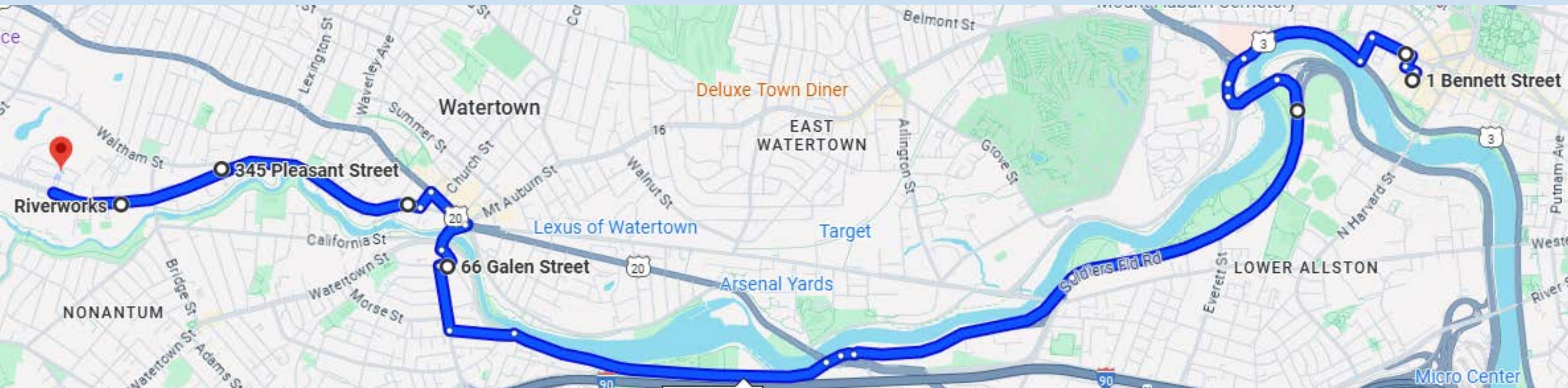
1. Watertown Mews:
Main lobby

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:

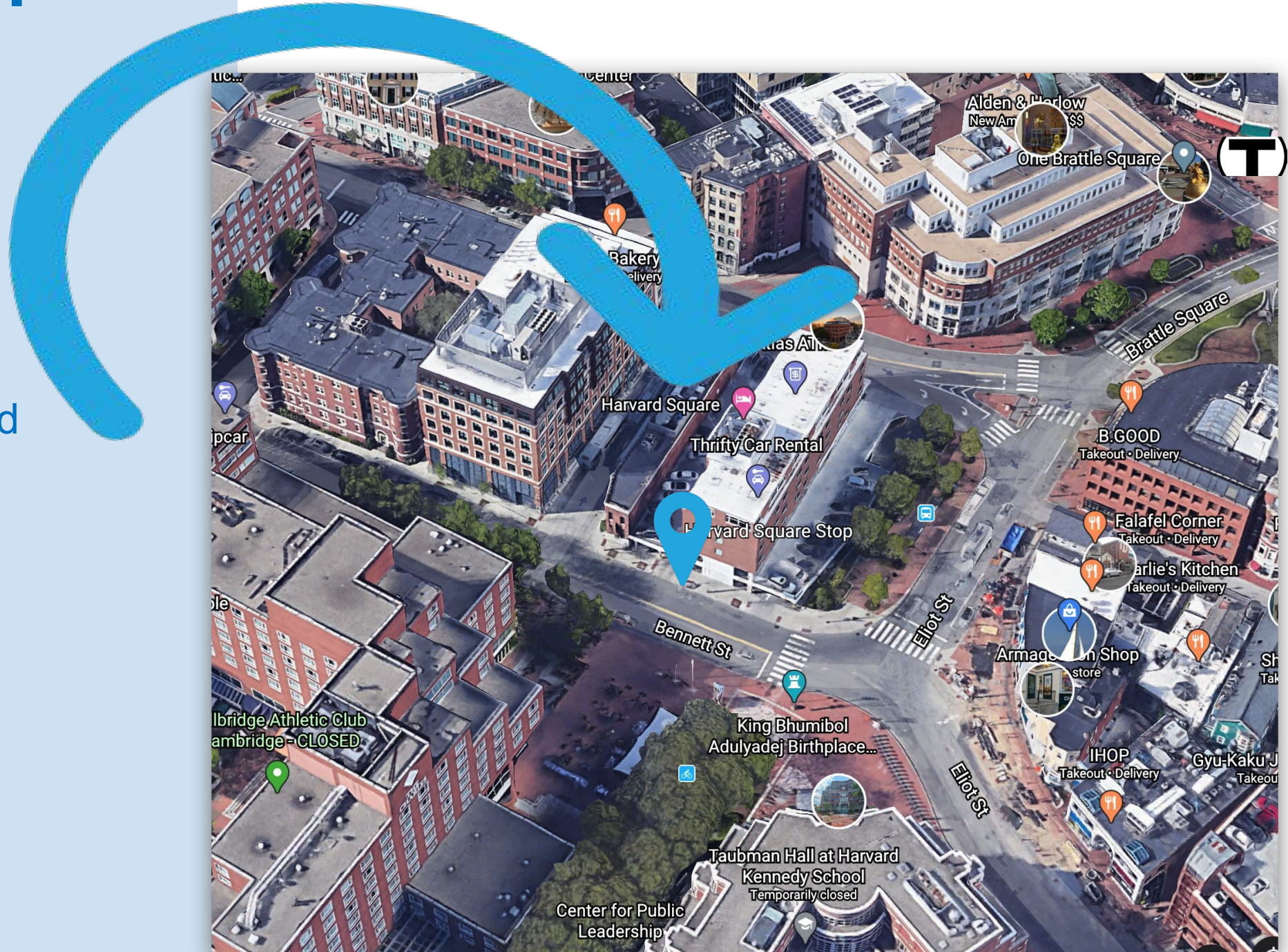
- 1 Bennett St., Cambridge, MA

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 (usually 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?

Reach out to watconnector@wedriveu.com. You can also purchase shuttle tickets at the City Clerk's Office at 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 data approximately every second from the shuttle.

Are the TripShot delay notifications and ETAs reliable?

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

Are dogs allowed?

ADA Service Animals are allowed.

How many companies participate in the Watertown Connector – Pleasant Street?

WATConnector – Pleasant Street is a shared shuttle service between several Watertown employers and residential buildings; you may be sharing your ride with employees and residents of Watertown Mews, Riverworks, Watermills, Aver, 64 Pleasant St., 580 Pleasant St., 66 Galen, and possibly others as the service continues to expand.

Why do I have to complete the Residents' Sign-Up Form?

This process validates who is eligible to ride fare-free.



Questions?
Feedback?
Ideas?

director@watertowntma.org

www.watertowntma.org/watconnector-pleasant-street