



Shuttle
Quick Start Guide

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Quick Start



Get The App: Download the Tripshot app



Sign-up-Residential: Using the form provided

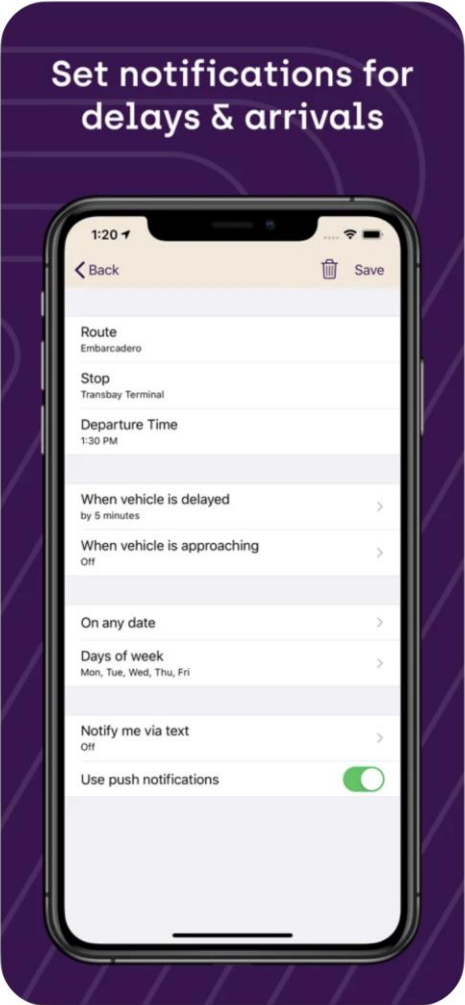
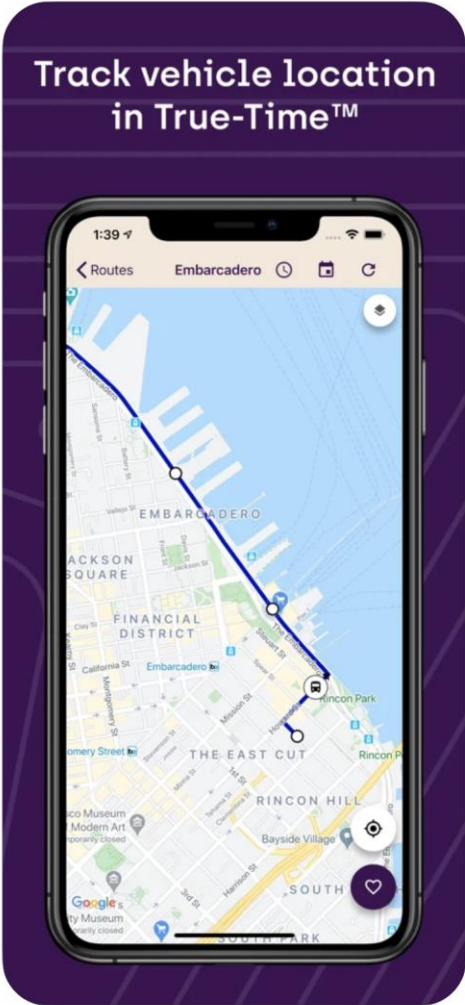
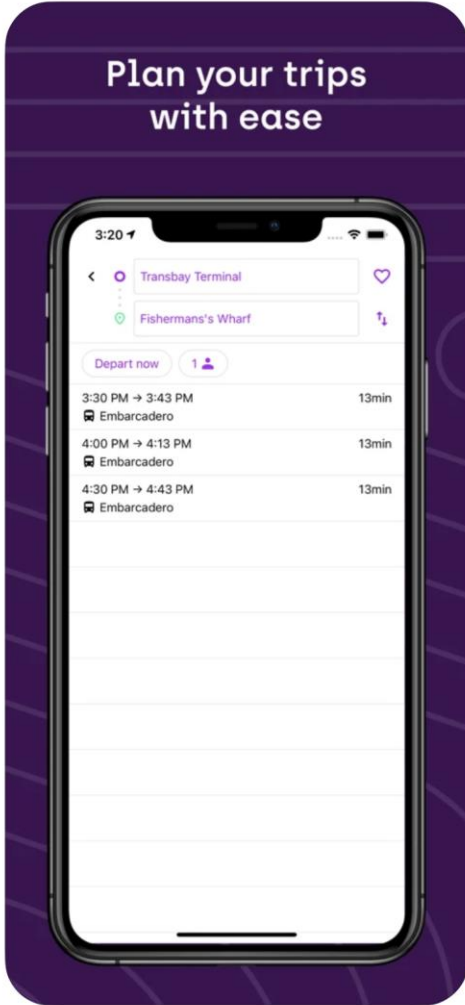


Prepare: Understand our boarding policy and process



Get assistance: watconnector@wedriveu.com

Download WeDriveU's Shuttle App Powered by TripShot



Sign-Up Residential

1. Request a login: Complete the new rider form by scanning the QR code on this page or visiting tinyurl.com/watertownconnector
2. Wait: The WeDriveU team will email you login instructions and credentials within 24 hours (Monday-Friday)
3. Download: The TripShot Rider app
4. Service Name: **Pleasant**
5. Sign up: Using the credentials emailed to you from WeDriveU
6. Optional: Upon first logging in, Tripshot will request access to your location and to send you notifications. Click Allow



tinyurl.com/watertownconnector

Harvard Square Stop

Address:

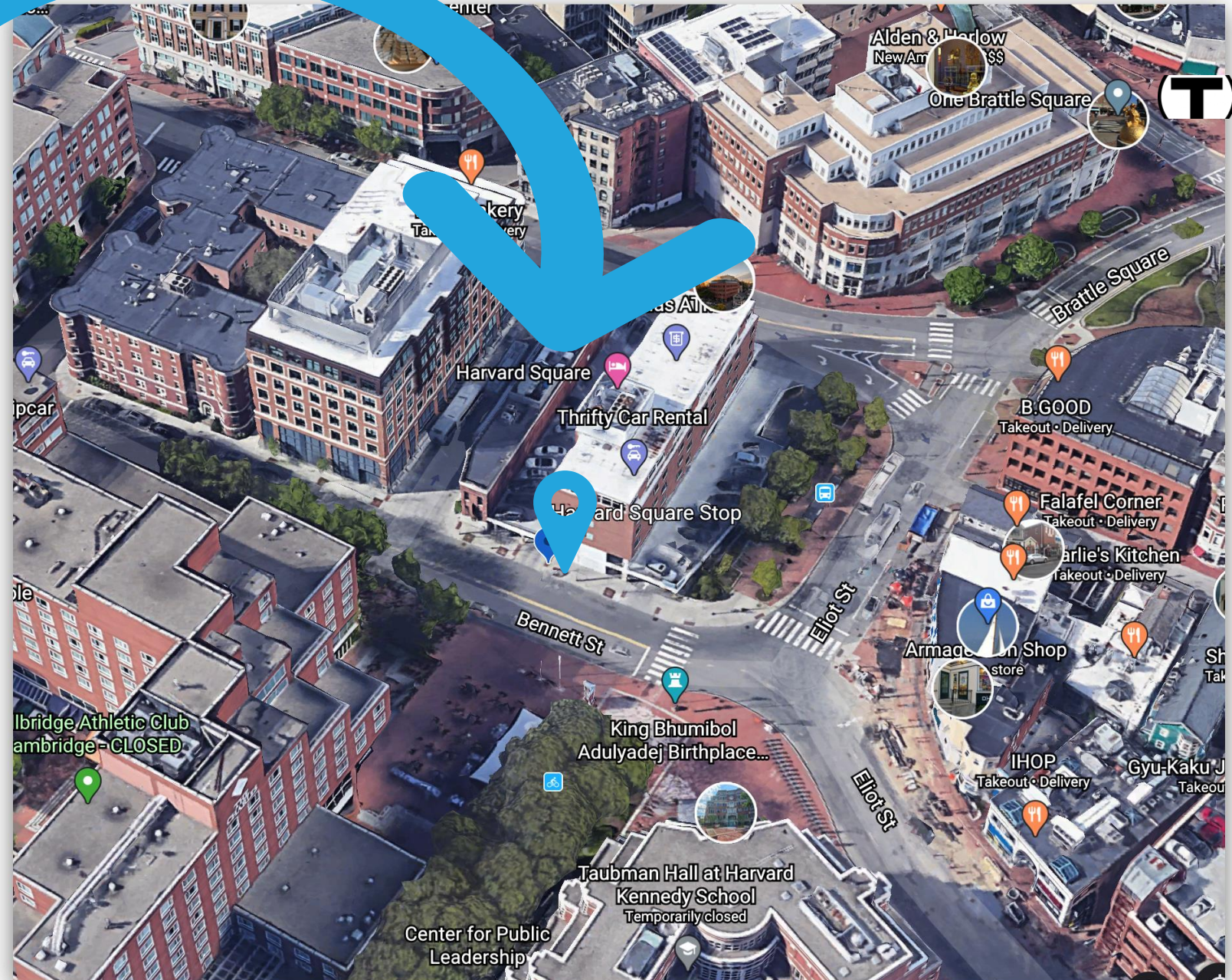
1 Bennett Street Cambridge, MA

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
- Blue Bikes
- MBTA Commuter rail via Porter Square



Harvard Square Stop

Watertown Mews

Main Lobby Area

Riverworks:

Outbound: Across street at Riverworks lot

Inbound: Front of 480 Pleasant St

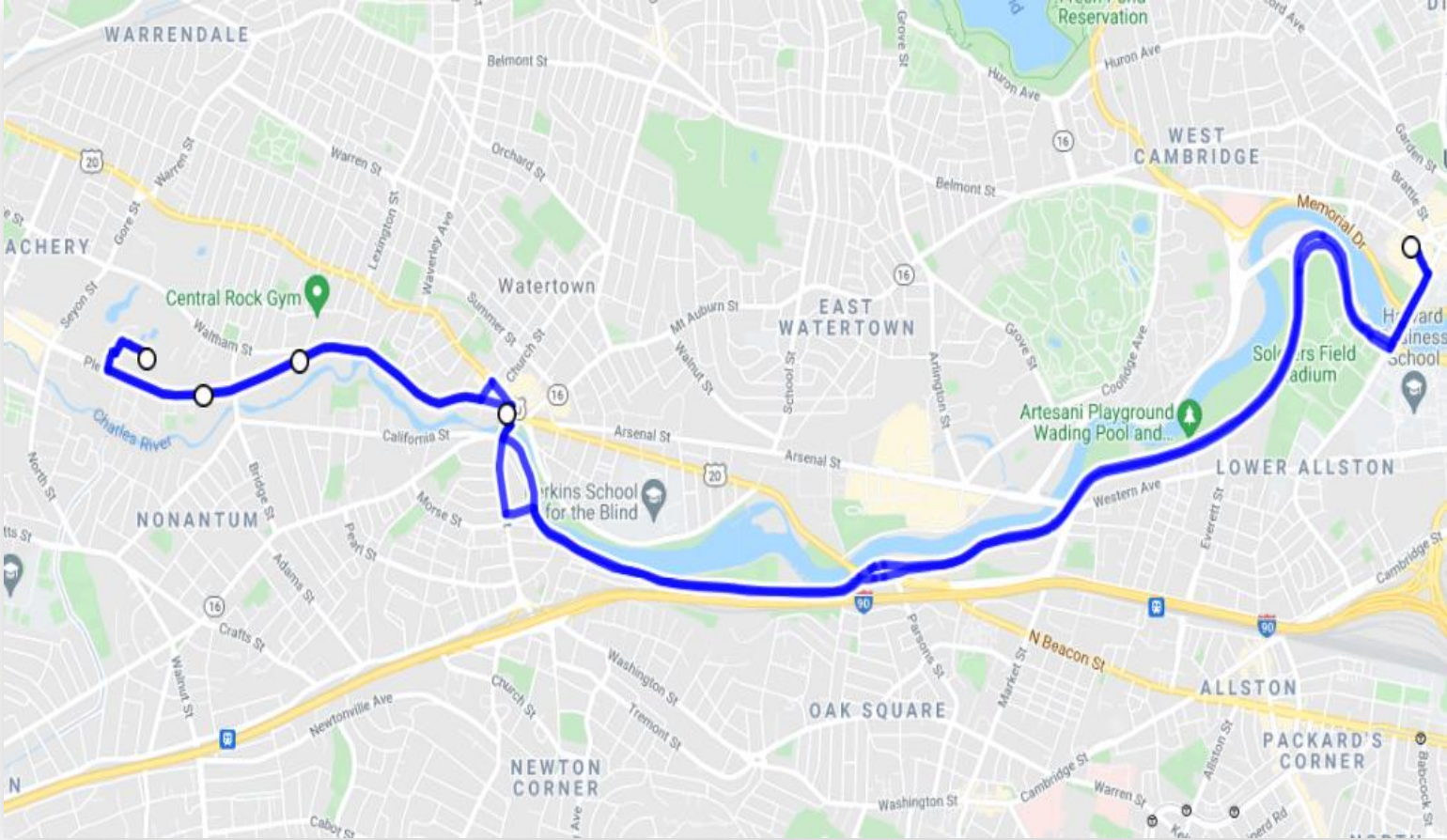
Watermills/Avers:

Inbound: Watermills side

Outbound: The Aver side

Watertown Square:

Watertown Square Terminal (Bus Shelter)



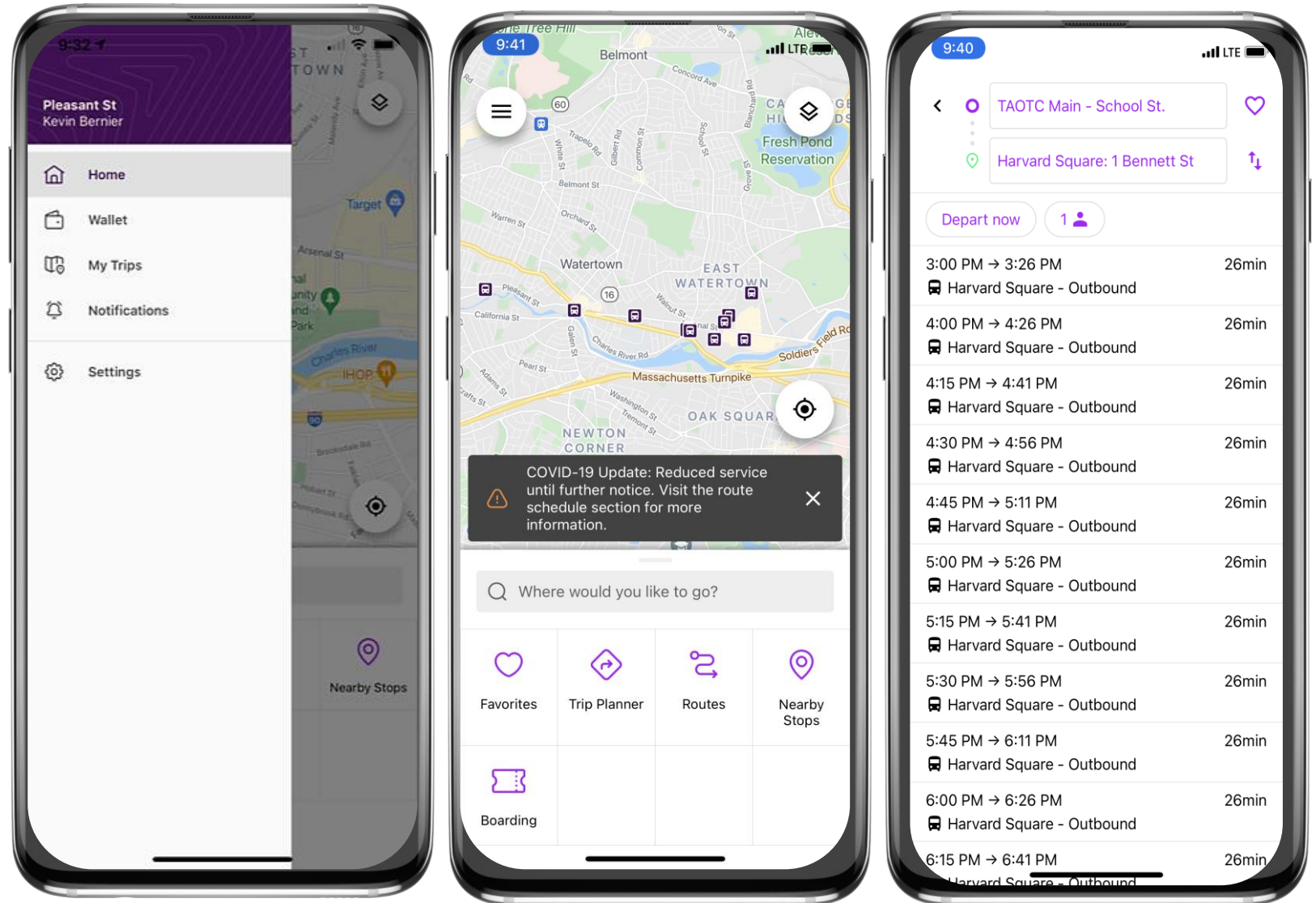
Mapping of Route

Find Your Route

1. Select Trip Planner from the home screen
2. Enter your start and destination
3. All available upcoming shuttle trips will display including departure and duration times

Pro Tip 1: Alternatively, you can use the Route section to see timetables and additional information for your route

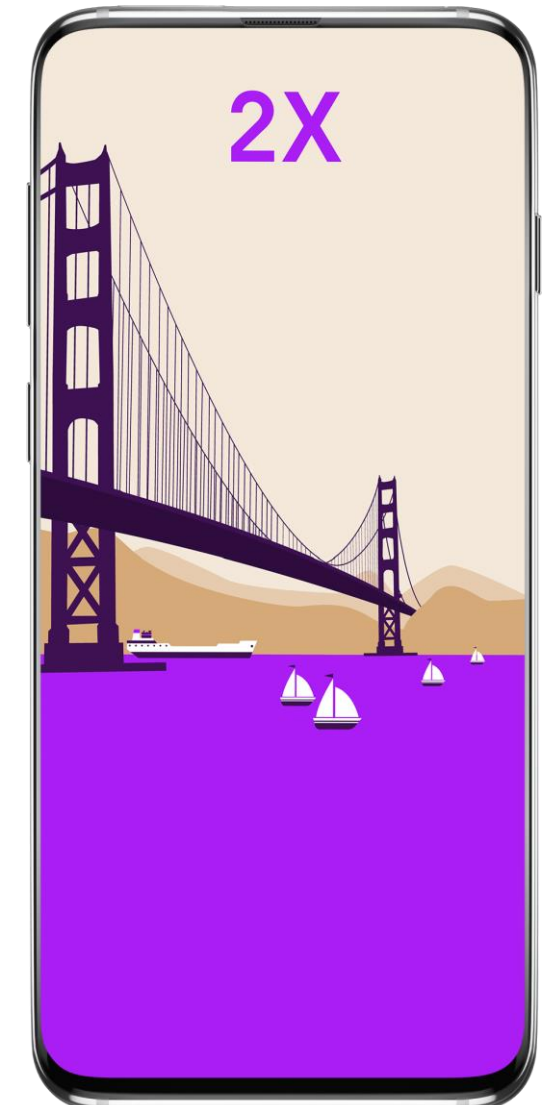
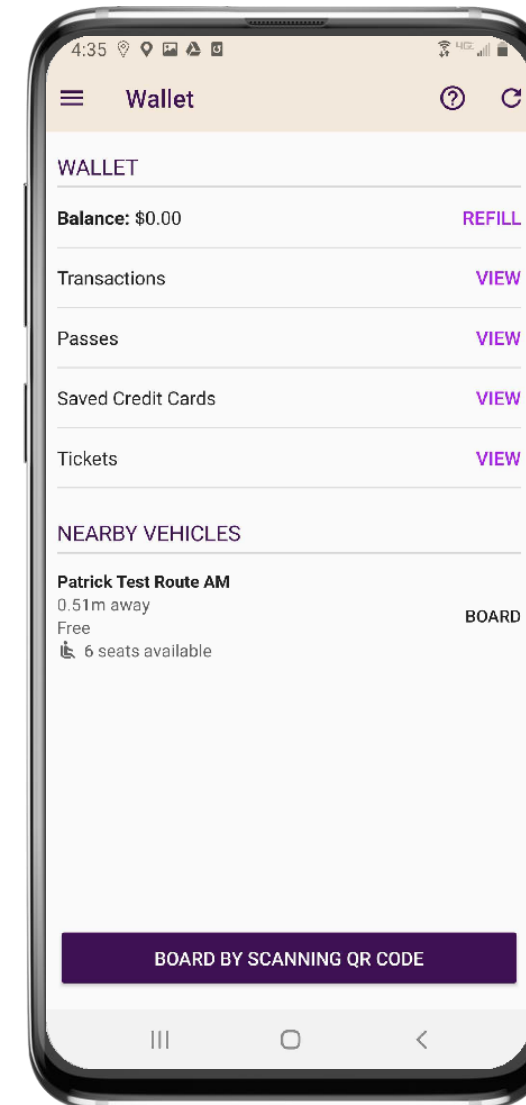
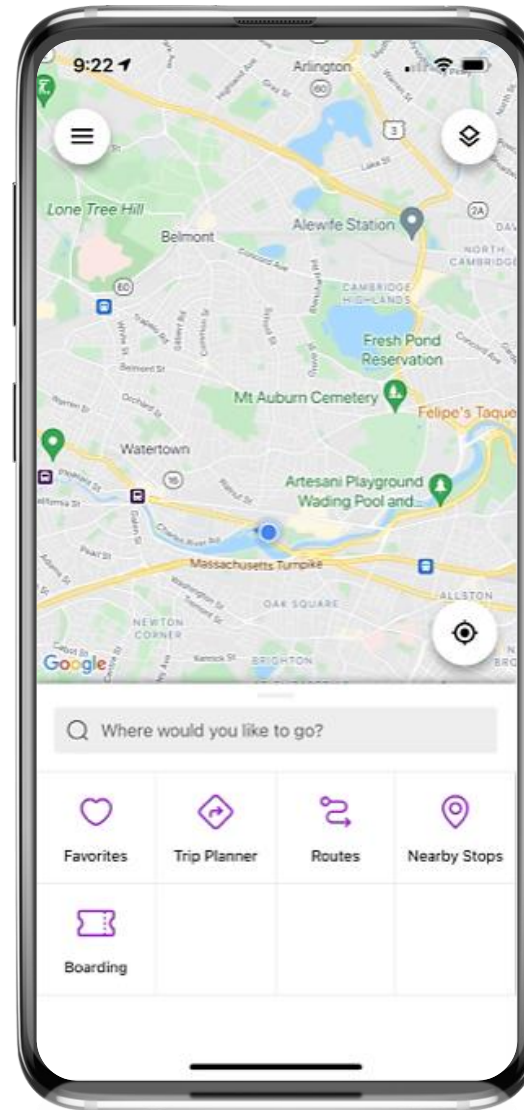
Pro Tip 2: You can favorite trips for easy access



Boarding Your Vehicle

1. From the main menu navigate to Wallet.
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: Alternatively, you can click scan by QR code while entering the vehicle and scan the onboard QR Code to generate a pass



Rider Etiquette

- 1. Arrive Early to the Stop:** Stick to the schedule, get to the stop five minutes early
- 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. Guests are Prohibited:** Keep everyone safe, boarding passes are mandatory
- 4. Don't Forget Your Stuff:** Look around and bring your personal items with you when 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!

Residential - FAQ

Can I use my personal email?

NO, you must use your company email as we use this to verify eligibility to ride the Watertown Connector – Pleasant St. shuttle.

What if I don't have a company supplied email?

Reach out to watconnector@wedriveu.com

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

Reach out to watconnector@wedriveu.com

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. TripShot utilizes Google Maps Traffic Data for stop ETA's and factors in traffic, accidents, and construction.

Are dogs allowed?

Yes, small dogs must be kept on leashes and on your lap.

Can I get a printed schedule?

No, we publish them in the app and online. You must download and use the app or use the web-based browser.

How many companies participate in the Watertown Connector – Pleasant St.?

The Watertown Connector – Pleasant St. 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 at Bridgepoint, The Aver, and possibly others as the system continues to expand.

Questions? Feedback? Ideas?

watconnector@wedriveu.com