

FREQUENTLY ASKED QUESTIONS:

Will my card be charged for the 30-day free trial?

No, your credit card will be charged one dollar to ensure your card is viable and will not be charged the full amount until 30 days after your start-date.

How frequently does the shuttle run?

The Point East Shuttle runs in 15-minute intervals, from 6:00am to 9:30am and 3:10pm to 7:30pm.

What do I show to board the bus?

Passengers who board the Shuttle have signed up as members through Waterfront Partnership and should have received a Verification email that certifies them as users of the Shuttle either from our Park & Ride or as an MTA rider.

What are the exact Pickup and Drop-off stops?

To Harbor Point: Horseshoe, Camden St., Pratt & Pier V, President & Aliceanna, Dock St.

To Horseshoe: Dock St. & Willis, Fleet & S. Exeter, Lombard & President, Camden St., Horseshoe

Are bus lanes being enforced?

Yes, bus lanes are being enforced. Tickets for offenders are a stiff \$90 fine plus one point!

Where do I park at Horseshoe Casino?

Parking for riders at Horseshoe is located on the 7th floor.

Do I need a permit for my vehicle?

When you sign up and register for Horseshoe Park and Ride, you will receive a parking permit to put in your windshield.

What is Transloc?

Transloc is now LIVE! You can download the app at <http://pointeast.transloc.com> to track your shuttle. This innovative tracking service allows you to track your shuttle while in motion and enroute to your designated location

What time does the shuttle start?

The Shuttle runs from 6:00am –9:30am and then 3:10 to 7:30pm

What happens if I need to leave work early and get back to my car?

In the event you need to leave early for any reason, you can register with the Guaranteed Ride Home program. It is a free service that offers up to 4 free rides home per year for registered users. You can sign up for this service at www.commuterconnections.org/commuters/guaranteed-ride-home/apply-now/.

How long does it take to get from Horseshoe to Harbor Point?

The estimated run time for peak hours is 23 minutes from Horseshoe to Harbor Point.