

# SHUTTLE FAQs

## HQ SHUTTLES @ STARRETT

### Where does Starrett-Lehigh provide shuttle service?

We provide three shuttle routes, connecting Starrett-Lehigh to Penn Station, Port Authority Bus Terminal, Hudson Yards 7 Train Station, and Grand Central Terminal. For exact stops and schedules, please see the HQ app in RXO Workplace.

### When are the shuttles available?

The Starrett-Lehigh Shuttles run every weekday except federal holidays. Hours are:

GRAND CENTRAL	PORT AUTHORITY	PENN STATION
7:30am - 10:25am	7:30am - 10:20am	7:30am - 10:25am
4:20pm - 7:25pm	4:25pm - 7:20pm	4:30pm - 7:20pm

### Who is the service available to?

The HQ Shuttles are exclusively available to Starrett-Lehigh Building tenants through the RXO Workplace app.

### Where does the shuttle pick-up/drop-off at Starrett-Lehigh?

The Shuttle drop-off is at the 11th Avenue entrance to the building in the morning, and pick-up is at the 26th Street entrance to the building in the evening.

### How much does the shuttle cost?

There are two options for shuttle tickets:  
Single Ride - \$2  
10-Ride Pass - \$18

## BOOKING & RIDING WITH HQ SHUTTLES

### How can I access the HQ Shuttle app?

In order to access the HQ Shuttle app, log into the RXO Workplace app, click on the Discover icon on the bottom of the screen and select the option 'HQ Shuttles.'

### How do I create an HQ Shuttle account?

After entering the HQ Shuttle interface within the RXO Workplace mobile app, enter your profile information to sign up for an account.

### How do I book a ride?

- **STEP 1:** Open the 'HQ Shuttles' platform within the RXO Workplace app
- **STEP 2:** Underneath your desired pickup or drop-off location, click on the shuttle pick-up time you wish to book
- **STEP 3:** Confirm if your trip details are correct and select 'Confirm'
- **STEP 4:** When it's time to board, click on the 'Activate ticket' button, show your ticket screen to the driver and enjoy your ride!

### How do I add my payment method?

Currently we can only store one payment method at a time. If you need to change your payment method, you can delete your current info and enter a new credit card via the 'Payment' tab in the shuttles menu.

### Can I pay for the shuttle with my commuter benefits cards?

Yes! Simply insert your commuter benefits card information during the process of purchasing your first ticket.

### Where do I wait for my HQ Shuttle in the morning?

In the app, you can view the exact stop location and see descriptive details by clicking the info icon next to the stop name, or tapping the stop on the map. After booking your ticket, the app will display the stop, and you can tap the stop name to view the address and details again. When it's time for your ride, open the app and you will see a map - look for the moving bus icon in the app to see where your bus is and when it will arrive at your stop. HQ Shuttles run on schedule, so we recommend arriving at your stop at least a minute before your pick-up time.

### Can I change or cancel my ticket?

You can always cancel a ticket by opening the app and clicking on the option 'Cancel' on the bottom of your upcoming reservation. After doing so, an automatic refund will be credited to your user account and you'll be able to book a new ticket using this pre-paid credit. Note that once a ticket is activated it cannot be canceled.

### Can I bring a guest?

For safety and security purposes, each rider must purchase their own ticket via their own RXO Workplace app and present it to the driver.

## TROUBLESHOOTING

### How do I contact Support @ HQ Shuttles?

In the RXO Workplace app Shuttles page, submit a message through the Help button found in the menu in the top left. The HQ Shuttles support team will respond as quickly as possible.

### I'm having trouble accessing the Shuttles Page.

#### What should I do?

Please contact [shuttles@hqtravel.com](mailto:shuttles@hqtravel.com) if you are unable to access the Shuttles page in RXO Workplace.

### How do I change my payment method?

Currently we can only store one payment method. If you need to change your payment method, please contact us on the Help menu.

### I forgot something on the shuttle, what do I do?

In case of a lost or misplaced item, please contact us immediately through the Help button found in the menu in the top left. The HQ Shuttles support team will respond as quickly as possible.

## HQ SHUTTLES POLICIES

### Am I allowed to talk on the phone while on the shuttle?

We all know things come up. For both safety and comfort of other passengers, please limit necessary phone calls to quick ones and keep your conversation levels quiet.

### Can I eat in the vehicle?

Hit the snooze button one too many times and missed breakfast? We all have those days. Feel free to bring small snacks or drinks onto the bus, but please wait until you exit the bus to consume it.

### Can I smoke or use an e-cigarette in the vehicle?

Smoking of any kind is prohibited on all shuttles.

### Are pets allowed on the HQ Shuttles?

As much as we love all pets, only service animals accompanying customers with disabilities or their trainers are allowed on-board buses.

### Can I bring a foldable scooter on the shuttle?

We all know how tricky it can be to get around sometimes. Passengers are welcome to bring a foldable scooter on the bus, as long as it can be placed within the space of your seat or on the overhead storage shelf, which is smaller than a typical airplane overhead bin.

## ABOUT HQ SHUTTLES

### What are HQ Shuttles?

HQ Shuttles are flexible and safe shuttle programs, offering employees & tenants convenient and comfortable rides through their companies & commercial properties.

### Who is driving the HQ Shuttle?

HQ takes safety very seriously. We only work with the Industry's leading transportation companies that have gone through a rigorous vetting process. All our fleet partners carry the highest level of insurance policies. All driver partners undergo thorough criminal background checks before driving for HQ.

### Where does HQ Shuttles operate shuttles?

HQ Shuttles service a wide range of Fortune 500 companies as well as top Real estate owners across the United States.

## QUESTIONS?

### Have another question?

Contact us at [Starrett-Lehigh@rxr.com](mailto:Starrett-Lehigh@rxr.com).

## TENANT SHUTTLE

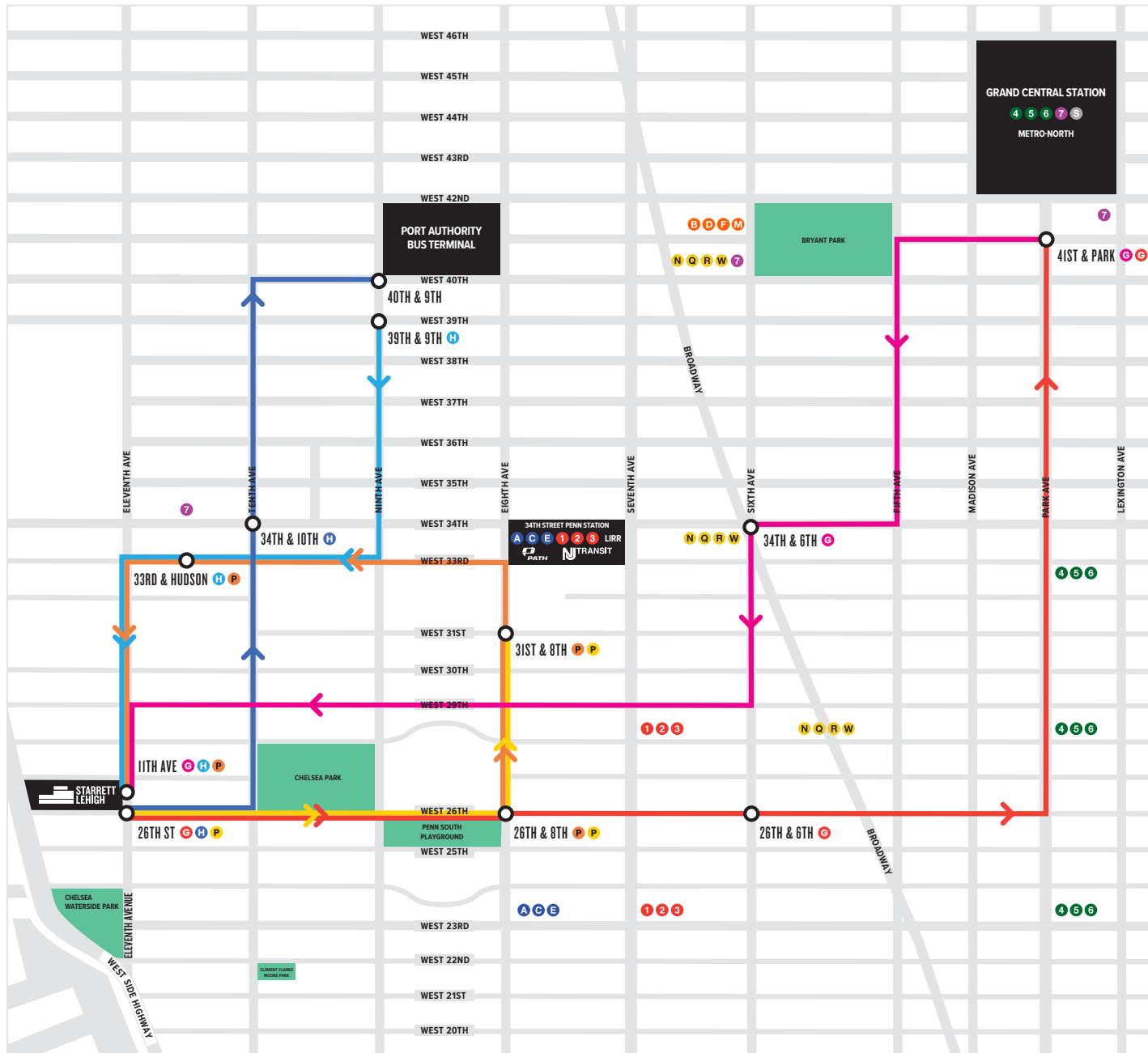
# STARRETT LEHIGH

STARRETT-LEHIGH.COM

STARRETT-LEHIGH@RXR.COM

## ROUTE MAPS & FAQ

# SHUTTLE ROUTE MAP



## G GRAND CENTRAL MORNING COMMUTE

41ST & PARK	34TH & 6TH (PATH)	STARRETT-LEHIGH @ 11TH
7:30 AM	7:35 AM	7:45 AM
8:05 AM	8:10 AM	8:20 AM
8:45 AM	8:55 AM	9:05 AM
9:30 AM	9:40 AM	9:52 AM
10:05 AM	10:12 AM	10:25 AM

## G GRAND CENTRAL EVENING COMMUTE

STARRETT-LEHIGH @ 11TH	26TH & 6TH (PATH)	41ST & PARK
4:20 PM	4:30 PM	4:48 PM
5:00 PM	5:12 PM	5:28 PM
5:45 PM	5:56 PM	6:12 PM
6:25 PM	6:36 PM	6:52 PM
7:00 PM	7:00 PM	7:25 PM

## H HUDSON YARDS/PORT AUTHORITY MORNING COMMUTE

PORT AUTHORITY (39TH & 9TH)	33RD & HUDSON BLVD	STARRETT-LEHIGH @ 11TH
7:30 AM	7:33 AM	7:38 AM
7:50 AM	7:54 AM	7:58 AM
8:15 AM	8:18 AM	8:24 AM
8:35 AM	8:40 AM	8:45 AM
9:00 AM	9:05 AM	9:10 AM
9:25 AM	9:30 AM	9:38 AM
9:50 AM	9:55 AM	10:10 AM
10:10 AM	10:15 AM	10:20 AM

## H HUDSON YARDS/PORT AUTHORITY EVENING COMMUTE

STARRETT-LEHIGH @ 11TH	34TH & 10TH	PORT AUTHORITY (39TH & 9TH)
4:25 PM	4:30 PM	4:35 PM
4:50 PM	4:55 PM	5:00 PM
5:15 PM	5:20 PM	5:25 PM
5:40 PM	5:45 PM	5:50 PM
6:05 PM	6:10 PM	6:14 PM
6:30 PM	6:35 PM	6:38 PM
6:50 PM	6:55 PM	7:00 PM
7:10 PM	7:15 PM	7:20 PM

## P PENN STATION MORNING COMMUTE

26TH & 8TH	PENN STATION (31ST & 8TH)	33RD & HUDSON BLVD	STARRETT-LEHIGH @ 11TH
7:30 AM	7:32 AM	7:38 AM	7:44 AM
7:50 AM	7:53 AM	7:58 AM	8:04 AM
8:10 AM	8:13 AM	8:18 AM	8:24 AM
8:35 AM	8:38 AM	8:45 AM	8:50 AM
8:55 AM	8:58 AM	9:05 AM	9:10 AM
9:20 AM	9:23 AM	9:30 AM	9:38 AM
9:45 AM	9:48 AM	9:56 AM	10:03 AM
10:10 AM	10:13 AM	10:20 AM	10:25 AM

## P PENN STATION MORNING COMMUTE

STARRETT-LEHIGH @ 11TH	26TH & 8TH	PENN STATION (31ST & 8TH)
4:30 PM	4:34 PM	4:38 PM
4:50 PM	4:56 PM	5:02 PM
5:15 PM	5:22 PM	5:28 PM
5:40 PM	5:46 PM	5:52 PM
6:05 PM	6:11 PM	6:15 PM
6:28 PM	6:34 PM	6:40 PM
6:50 PM	6:56 PM	7:00 PM
7:10 PM	7:15 PM	7:20 PM

Live schedules are maintained on the HQ Shuttle Portal within the **RXO Workplace app** to reflect daily updates.