

East Bay Shuttle FAQ

Last Updated 10/20/2025

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Shuttle Summary & Eligibility:

As part of our ongoing efforts to support staff, the foundation offers an East Bay Shuttle for all benefit-eligible employees who live in the East Bay. The shuttle can comfortably fit twelve benefit-eligible employees with the front passenger seat in utilization. Before planning to ride the shuttle, please confirm with your manager that the shuttle hours align with your schedule.

The East Bay Shuttle only operates on Tuesdays and Wednesdays each week, which aligns with our in-office common days and high ridership days.

Our shuttle vendor is CLS Global Transportation, and they operate their shuttle technology with an app called Tripshot.

2025 Shuttle Non-Operational Days:

- All Hewlett Foundation Holidays
- Effective 3/17/2025: all Mondays, Thursdays, and Fridays
- Non-Operational Days due to anticipated low demand leading up to holidays and no in-office attendance requirements:
 - Week of Thanksgiving 2025: Monday, November 24-Friday, November 28
 - Monday, December 22, 2025 – Thursday, January 1, 2026

Important Shuttle Pickup and Parking Details:

Schedule:

Below is the shuttle schedule and morning map*. While drivers will do their best to arrive at stops on time, the times are estimates and may fluctuate with traffic conditions. All shuttle drivers must remain at all stop locations until the scheduled departure times to ensure no riders are left behind and that ridership is accurately tracked. To help drivers follow their assigned route and avoid any disciplinary issues, please do not ask them to deviate from the planned departure times.

Punctuality: Please arrive on time for your scheduled shuttle departures. To stay on schedule, CLS has been informed that drivers can leave if a rider is more than two minutes late. We know things can come up, and we appreciate everyone's efforts to stay on time.

Location	Scheduled
Emeryville Amtrak - 5885 Horton Street	7:30 AM
19 St. BART Station - Oakland	7:45 AM
Civic Center Garage - Alameda	8:00 AM
699 B St. - Hayward BART	8:41 AM
2121 Sand Hill Road - Menlo Park	9:30 AM
Afternoon Estimated Return	
2121 Sand Hill Road - Menlo Park	3:15 PM
699 B St. - Hayward BART	4:05 PM
Civic Center Garage - Alameda	4:50 PM
19 St. BART Station - Oakland	5:05 PM
Emeryville Amtrak - 5885 Horton Street	5:10 PM



*Effective 4/1/2025 we suspended our San Leandro BART stop due to lack of ridership. If an employee or new hire expresses interest in the San Leandro BART stop, we will reinstate it due to the significant distance between Alameda and Hayward.

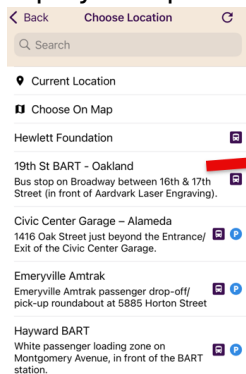
Vehicle Picture:

Our shuttle has a Hewlett Foundation logo in the window for riders to identify the shuttle. Below is a picture of our CLS shuttle (currently a white Mercedes Sprinter van).

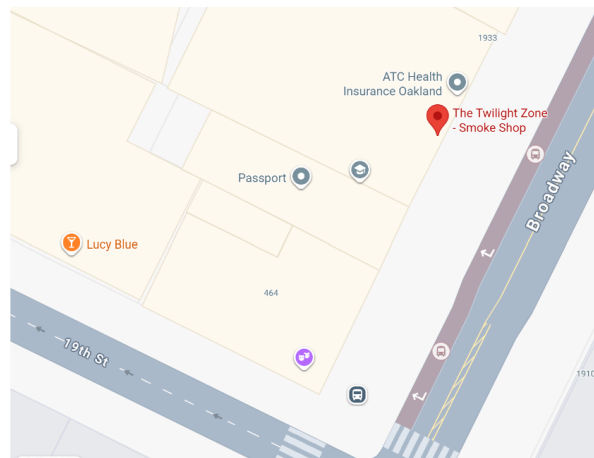


Exact Stop Pickup Locations:

The Tripshot app displays the precise pickup locations for stops under “Trip Planner” on the homepage.



Effective Tuesday, 11/04/2025
the pickup location for our 19th
Street BART stop will be in front
of The Twilight Zone Smoke Shop



Noteworthy Parking Information for Certain Stops:

- Emeryville Amtrak: Next door at 5959 Horton Street parking is available for \$30 per day. There is no monthly parking pass available.
- 19th Street BART Station – Oakland: This BART station does not have a parking lot operated by BART.
- Civic Center Garage – Alameda:
 - \$0.75 per hour or Monday – Friday monthly parking for \$35 plus a \$10 one-time activation fee.
 - More information on how to obtain a monthly parking pass can be found here: [Civic Center](#)



[Parking Garage \(alamedaca.gov\)](http://alamedaca.gov).

Making Your Shuttle Reservations:

Weekly Deadline to Reserve the Shuttle:

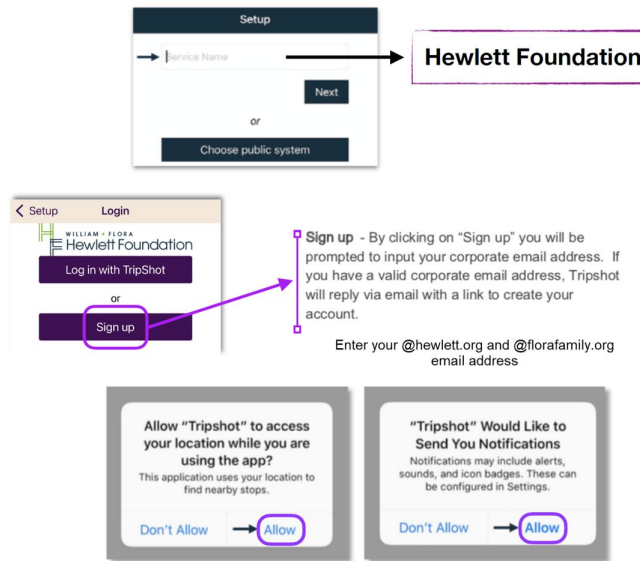
To ensure smooth planning, we ask that you register for your rides in Tripshot by the end of the day each Thursday for the following week. If you miss this deadline, you can still register for a ride (if space is available) up until the shuttle route begins (7:30 AM for the morning and 3:15 PM for the afternoon). Please note that once the route starts, registration will no longer be possible, and registration is required to board. Riders are instructed to be turned away, if they do not have a registration.

Reservation Instructions:

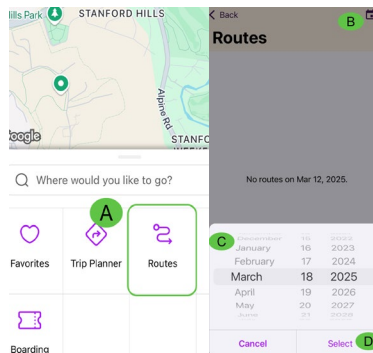
- 1) Download the free Tripshot app from the App Store or Google Play store onto your phone. Besides creating a reservation, the app can provide you alerts about the shuttle service, real-time location, and ETAs for arrival.



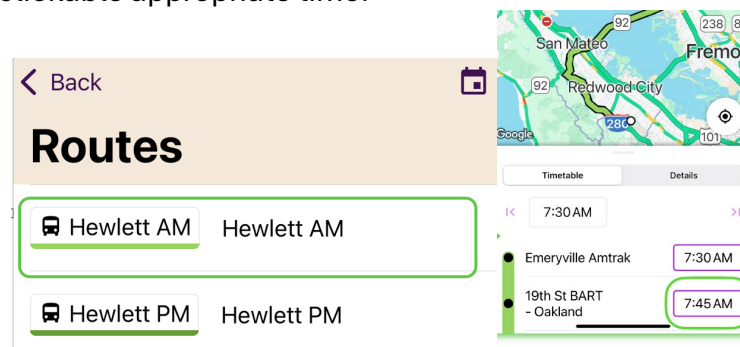
- a. Tripshot is also available by visiting hewlettfoundation.tripshot.com (with the same login credentials as the app); however, the mobile app has many more features and is highly recommended. The app was used to make the instructions in this FAQ.
- 2) After downloading the app create your account with your *work email address* and a cell phone number. Also, if desired, you can select “Allow” to let Tripshot use your location while using the app and to send notifications.



- 3) After successfully creating your account, make your first reservation by going to the app's homepage and selecting "Routes," then click the calendar icon in the top-right corner. Next, choose your desired date and click "Select" to proceed.



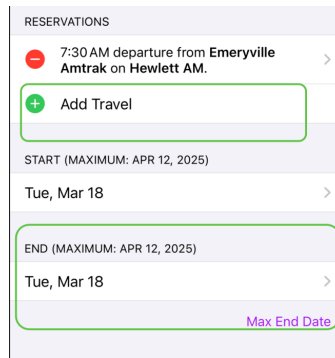
- 4) Next select the "Hewlett AM" option and then from there select your AM stop location/time by selecting the purple box for the clickable appropriate time.



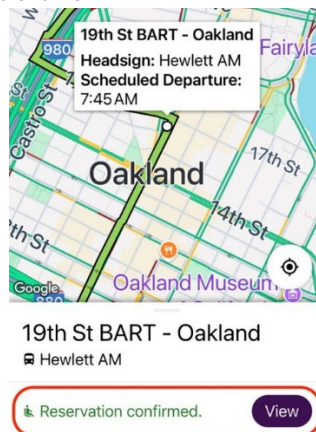
- 5) Next, select the purple "Reserve" button. Note, before clicking the "Reserve," the Tripshot app will display the number of available seats, so you will always know in advance if there is room for you. Therefore, if you made a reservation but will not be riding, please remember to cancel your reservation ahead of time since the app will not allow reservations over 12 riders each day.



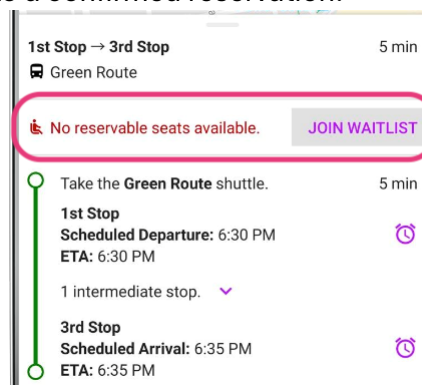
- 6) Our shuttle operates on roundtrip rides, but currently, the Tripshot app does not automatically select a return trip. To add your PM ride, simply click the green plus sign next to “Add Travel” and then your PM ride starting from the Hewlett Foundation office. Once you have added your ride home, you can set your reservation to recur up to one month in advance. Finally, click “Save” at the bottom to confirm your reservation.



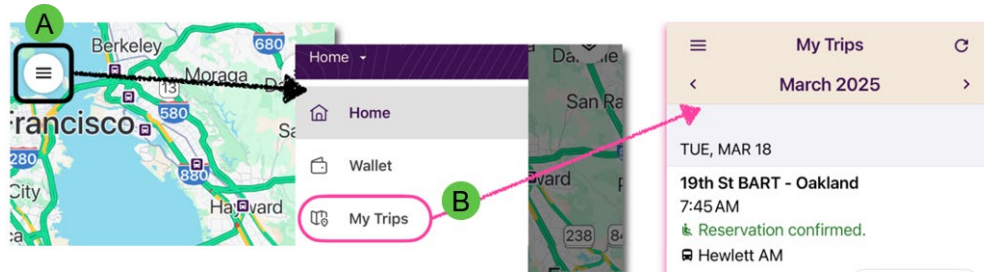
- 7) After successfully creating your reservation, you will see “Reservation Confirmed” in green font with an option to select “View” to check your details.



- 8) If you receive a message that states, “No reservable seats available Join Waitlist,” it means there are currently no seats available. If space opens later, you will receive a Tripshot alert notifying you that your waitlist status has been updated to a confirmed reservation.



- 9) Your reservation details are viewable as described in step 7 above. You can also find your reservation by tapping the three lines in the upper left corner of the homepage and then “My Trips.”



Enabling Tripshot alerts:

When riders open the Tripshot app, they should follow these steps:

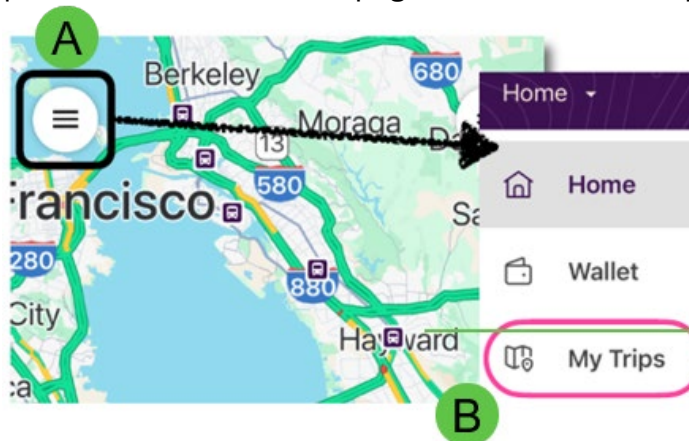
- 1) Access the Main Menu
Tap the three lines in the upper left corner of the homepage to open the main menu.
- 2) Check Profile Information
Tap on “Settings”, then scroll down and select “My Profile.”
This section will display the email address and phone number associated with the account. Riders should ensure both are entered correctly.
- 3) Enable Notifications
Open the Settings app on the phone itself.
Navigate to the Notifications section and confirm that Tripshot is allowed to send notifications.

Once these steps are completed, riders will be all set to receive any CLS alerts sent.

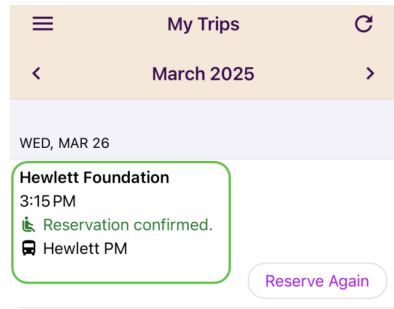
Canceling a Reservation:

Since the Tripshot app displays the number of available seats left at each reservation, in the event you no longer need your ride please cancel it by following these steps as soon as possible:

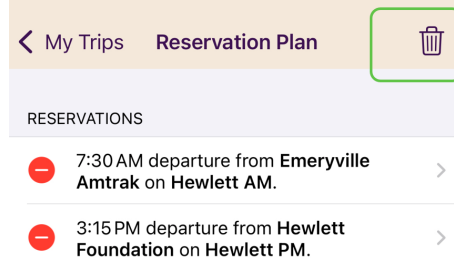
- 1) Tap the three lines in the upper left corner of the homepage and then select “My Trips.”



- 2) Select the “Reservation Confirmed” text (not “Reserve Again”).



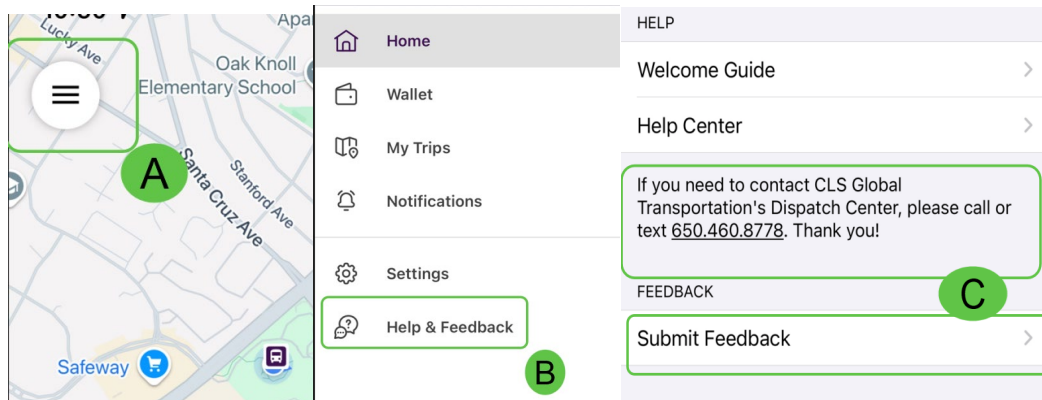
- 3) Next, click the trashcan icon in the upper right and then select “Save” at the bottom. Please ensure that you are canceling the correct *roundtrip* reservation for the desired day.



Day of Shuttle Services & Support:

Shuttle Dispatch Number:

- For 24/7 assistance or real-time issue resolution related to the shuttle or app, call or text CLS Global Transportation’s dispatch number at (650) 460-8778.
- Within the Tripshot app, the dispatch number is located within the “Help & Feedback” section, along with a way to submit positive or constructive feedback. You can find this by tapping the three lines in the upper left corner of the homepage and then selecting “Help & Feedback.”

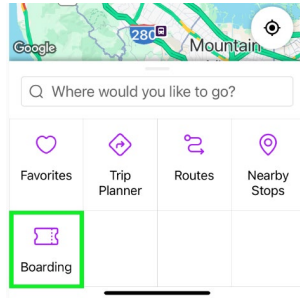


Live Shuttle Tracking:

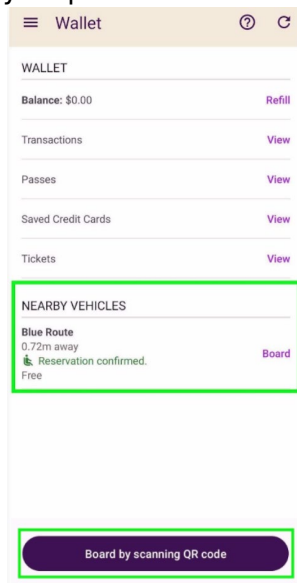
Within the Tripshot app you can see real-time shuttle tracking.

Boarding Instructions:

- 1) Launch the Tripshot app on your phone and select "Boarding" from the homepage.



- 2) Scroll down and select the large purple "Board by scanning QR code" at the bottom. The first time this is selected, you must allow Tripshot to access your phone's camera.



- 3) Once your camera opens, scan the QR code located near the driver on the shuttle to confirm your booked reservation. Noteworthy details:
- a. You cannot successfully scan the QR code if you don't already have a reservation.
 - b. Registration is required to board, and once the start of the route begins, registration is no longer available for that trip.
 - c. Riders are instructed to be turned away if they do not have a registration.
 - d. The shuttle's scanning system only captures scans properly within three minutes of each scheduled pickup time, which can't be changed on the backend. If you can't scan when boarding, please scan before leaving the shuttle each ride.

Wi-Fi on the Shuttle:

Wi-Fi will be available on the shuttle, allowing employees to work during their commute. Instructions for connecting to the Wi-Fi are posted inside the shuttle.

Shuttle Taxable Expenses:

Reducing the shuttle to operate two days a week enabled us to offer the shuttle as a pre-tax commuter benefit again. Therefore, there will be no more taxable income for any shuttle rides taken in 2025 effective 3/17/2025. Riders must still register and show the driver their registration since we track ridership to ensure we comply with IRS guidelines, which allows us to offer the shuttle as a pre-tax benefit each year.



Other Commuter Program Benefits:

GoNavia Parking Subsidy:

Through our GoNavia Program, the Foundation will also subsidize up to the monthly IRS limit for your GoNavia Parking account for eligible work-related parking costs due to commuting for all benefit-eligible employees. More information [can be found here](#).

Caltrain Go Pass:

The foundation offers all benefit-eligible employees an annual Caltrain Go Pass. The Go Pass provides unlimited travel seven days a week between all Caltrain zones. Please reference [this document](#) for more information.

Uber Commuter Funds:

Uber funds are available for benefit-eligible employees who reside along the East Bay Shuttle route to take Uber trips between Palo Alto or Menlo Park Caltrain stations and the Hewlett Foundation office for two weekdays per month. These *taxable* funds are an alternative for the days when the shuttle is unavailable (Monday, Thursday, or Friday), though employees must arrange their own transit to the necessary Caltrain station and sign up for the Uber funds. Please reference the [Uber FAQ document](#) for more information.

Questions for HR:

Please contact Megan Olmsted (molmsted@hewlett.org) or Christine Nishimura (cnishimura@hewlett.org) for questions.