

353 NORTH CLARK

Shuttle Bus

353 North Clark provides a shuttle service operated by SP Plus during peak commuting hours servicing both Union Station and Ogilvie Transportation Center. The shuttle fleet operates on a [predetermined schedule](#) where there are currently two shuttles operating in the mornings between 7:00 a.m. and 9:13 a.m. and two shuttles operating in the evenings, departing the building between 3:30 p.m. and 7:00 p.m.

The cost is \$2.25 per fare and is paid through your building access badge. Riders can upload funds to their access badge via FreedomPay. Drivers do not accept cash.

"TransLoc App" is a mobile application compatible with both iOS and Android platforms which includes route information, shuttle locations, ETAs, and viewing of multiple routes simultaneously (morning and afternoon routes). For more information, please review the [TransLoc Guide \(opens in new window\)](#).

Shuttle pickup and drop-off are now located in front of the building on Upper Carroll Street, at the circle drive between 353 N Clark and the Westin.

- Pick up location at Ogilvie Station is the East side of Canal before Washington Street.
- Pick up location at Union Station has been temporarily relocated due to construction.
 - **AM Pick Up:** Adams & Canal (Northeast corner) – highlighted in green on the below map.
 - **PM Drop Off:** Adams & Clinton (Southwest corner by Chase Bank) – highlighted in green on the below map.

For additional information, please email 353shuttle@spplus.com







Using the TransLoc App



DOWNLOAD
THE MOBILE APP



THE TRANSLOC APP

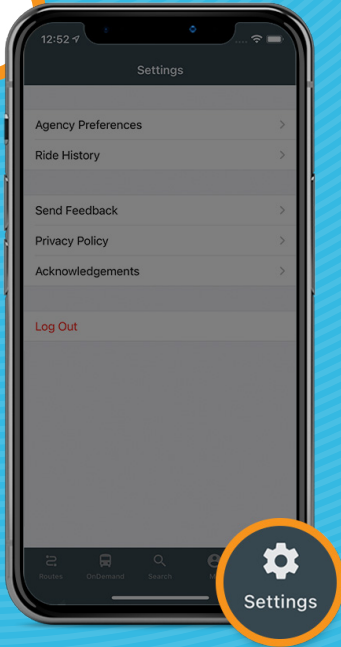
Use our bus navigation tool to access routes and stops with real-time tracking or request a ride on-demand all in one app

- HIDE VISIBILITY OF OTHER AGENCIES
- FIND A BUS ROUTE'S ETAs OR SCHEDULED TIMES
- FAVORITE A STOP
- SET UP ARRIVAL NOTIFICATIONS
- NAVIGATE TO A SPECIFIC ADDRESS
- FIND NEARBY ROUTES
- BOOK A RIDE ON-DEMAND
- HOW TO PAY FOR A RIDE
- HOW TO CANCEL A RIDE
- WHAT'S AVAILABLE IN THE "ME TAB?"
- WHAT'S AVAILABLE IN THE "SETTINGS TAB?"

USING THE TRANSLOC APP

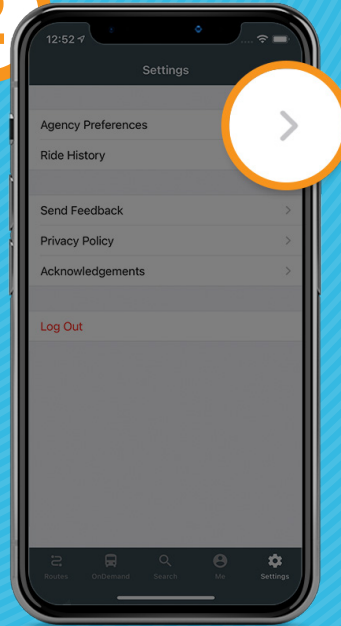
How to Hide Visibility of Other Agencies

1



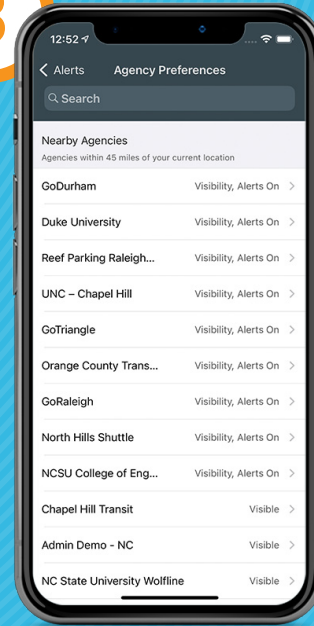
Tap on *Settings*

2



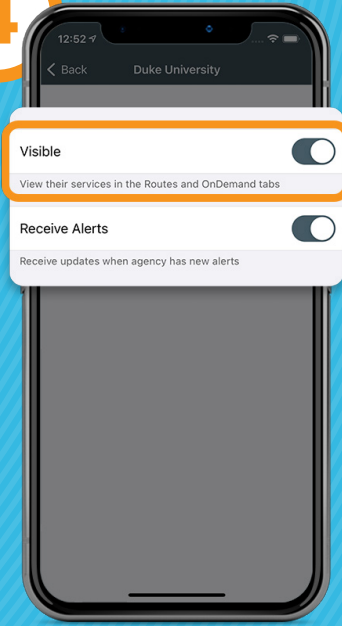
Select *Agency Preferences*

3



Select the appropriate *agency*

4



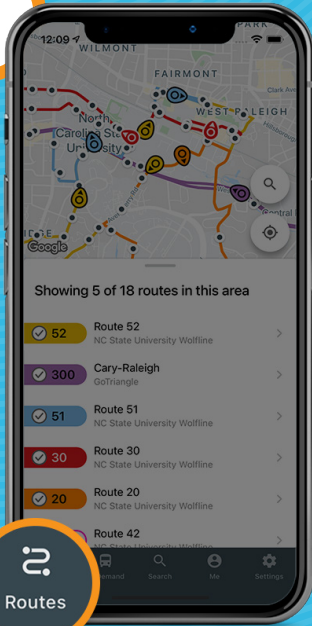
Tap the *Visible* toggle



USING THE TRANSLOC APP

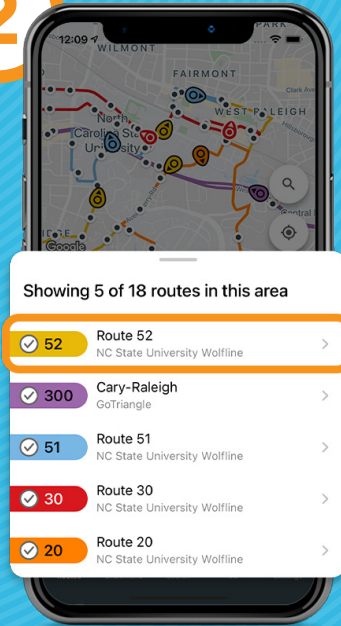
Find Bus ETAs or Scheduled Times (Option 1 of 2)

1



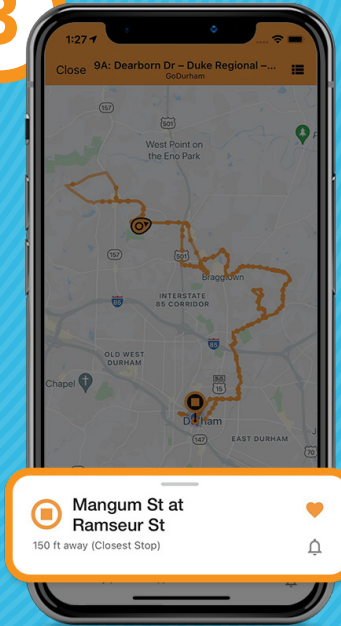
Tap on the **Routes** tab

2

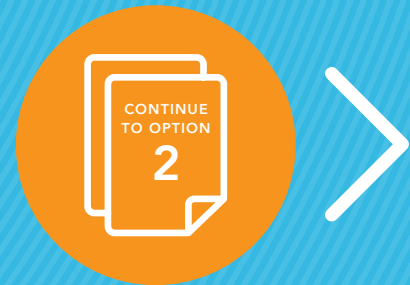


Select a **route**

3



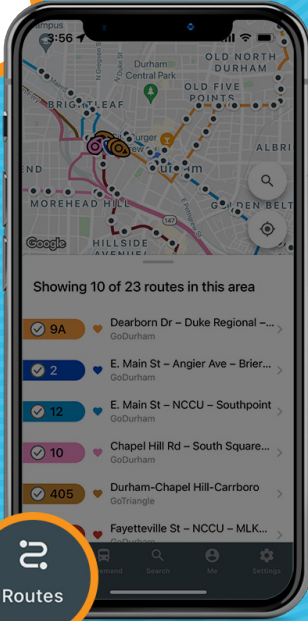
The app finds the stop closest to you



USING THE TRANSLOC APP

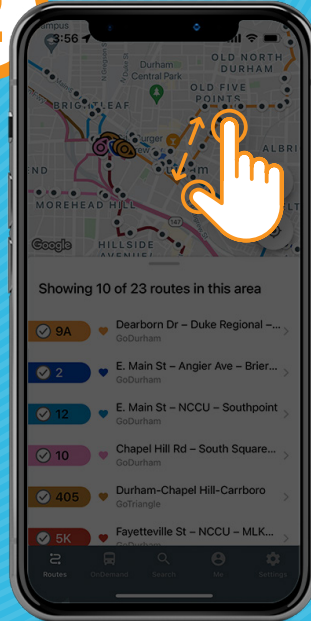
Find Bus ETAs or Scheduled Times (Option 2 of 2)

1



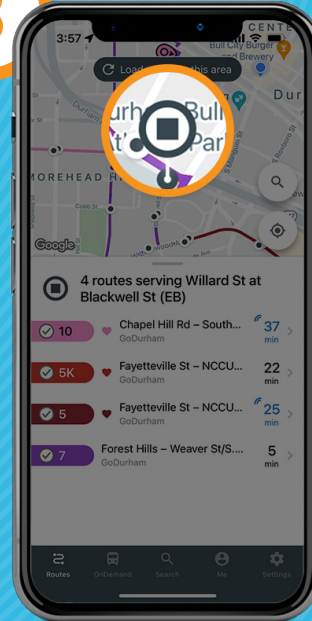
Tap on the
Routes tab

2

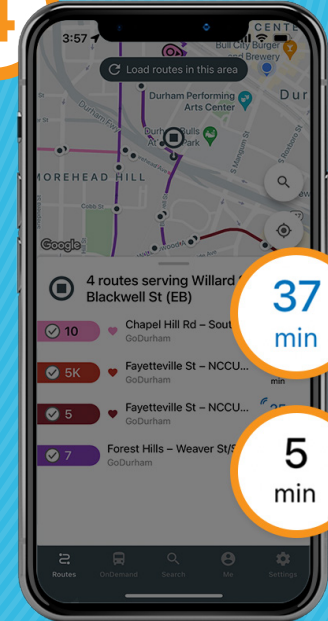


Using your fingers,
zoom in on the map

3



4

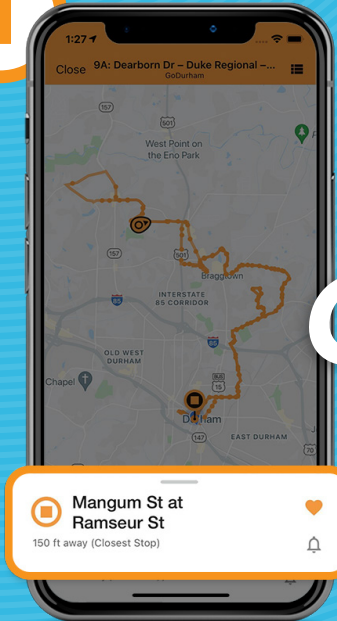


ETAs (blue) and
scheduled times
(black)

USING THE TRANSLOC APP

How to Favorite a Stop

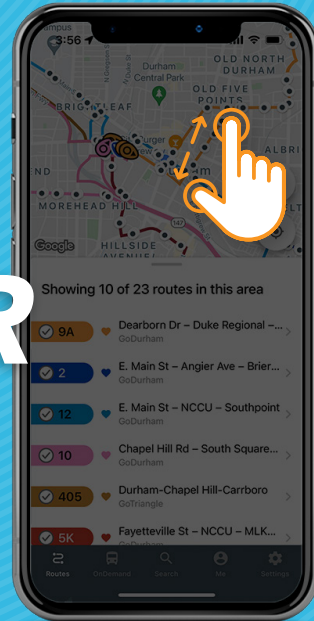
1



Select a route, the app finds the stop closest to you

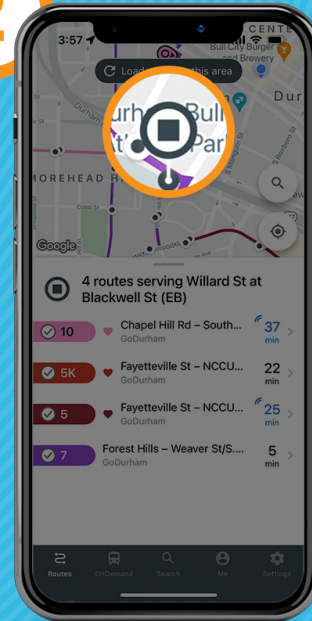
OR

2

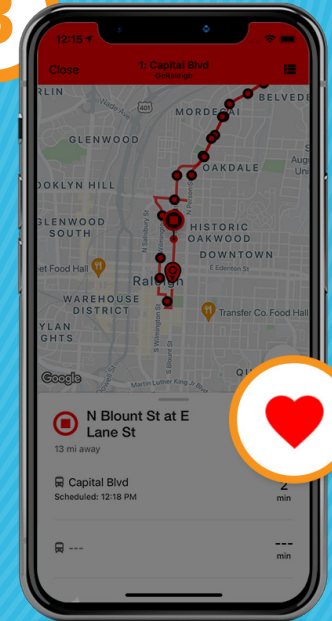


Using your fingers, zoom in on the map

3



Tap on a stop

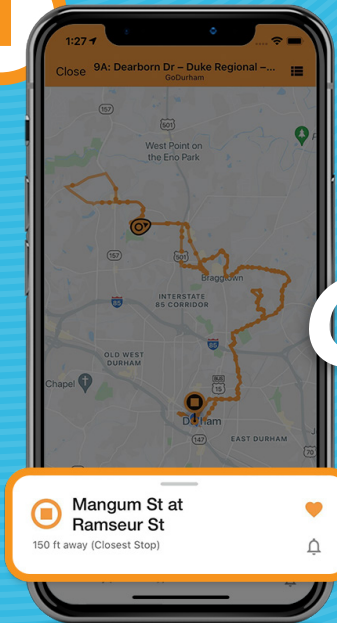


Tap the heart icon to favorite the stop

USING THE TRANSLOC APP

How to Set Up Arrival Notifications

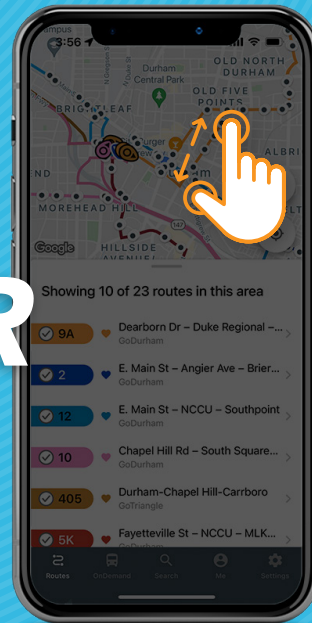
1



Select a route, the app finds the stop closest to you

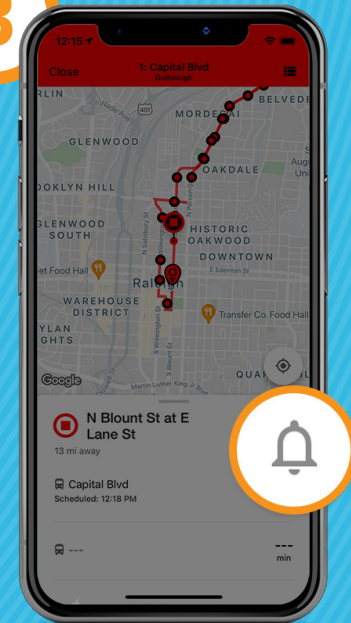
OR

2



Using your fingers, zoom in on the map

3

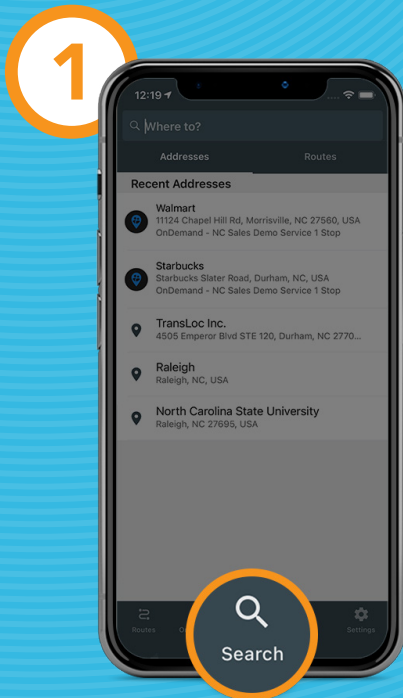


Tap the bell icon to set up a notification 5-30 mins before vehicle arrival

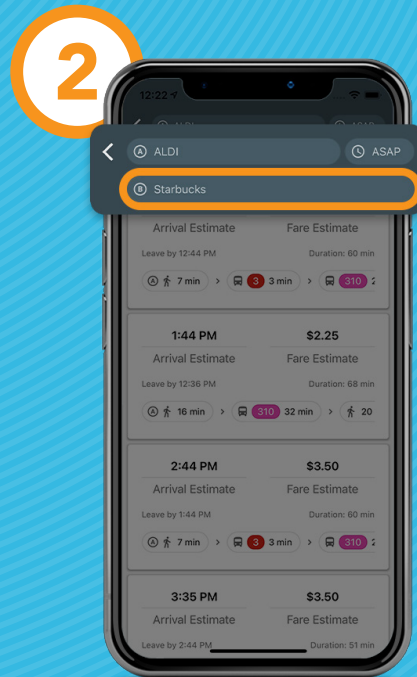


USING THE TRANSLOC APP

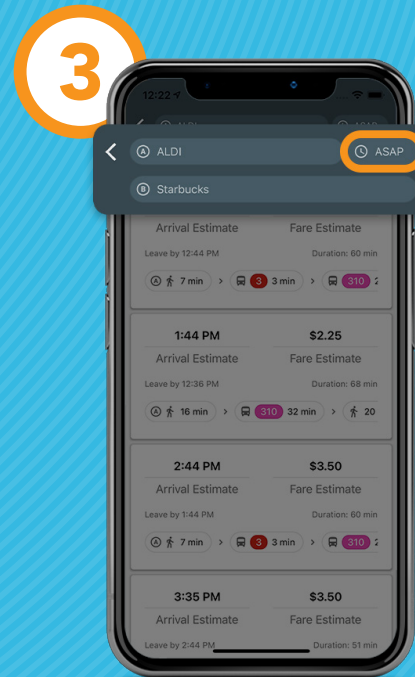
How to Navigate to a Specific Address



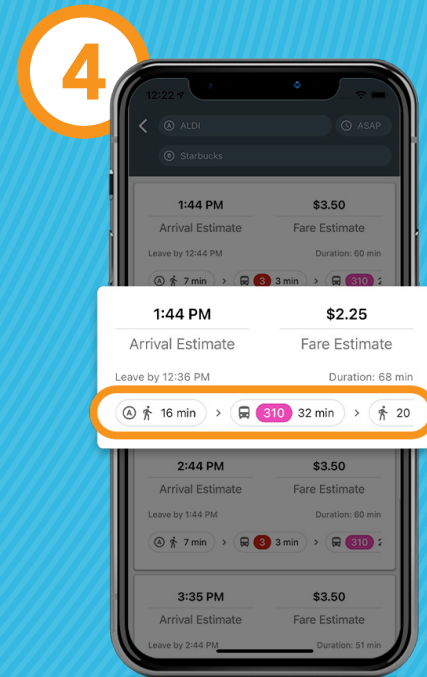
Tap on the **Search** tab



Enter in your desired **address**



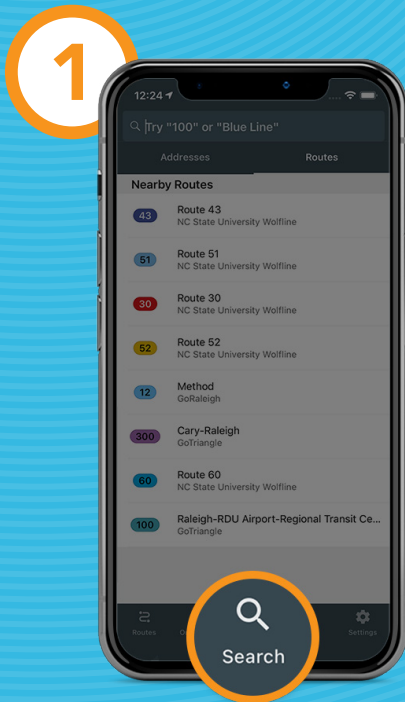
If necessary, change **current location** and **departure time**



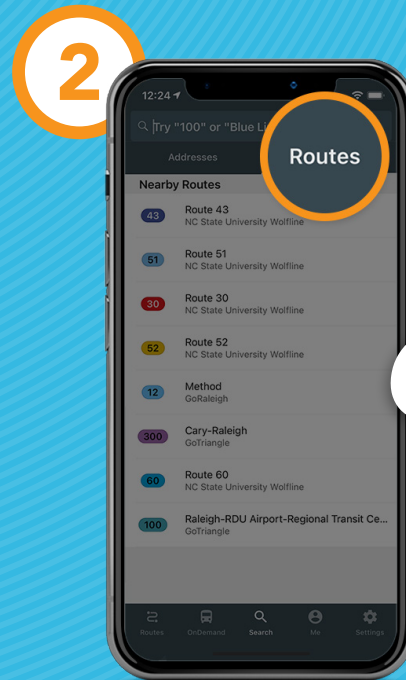
Select an option for **directions**

USING THE TRANSLOC APP

How to Find Nearby Routes



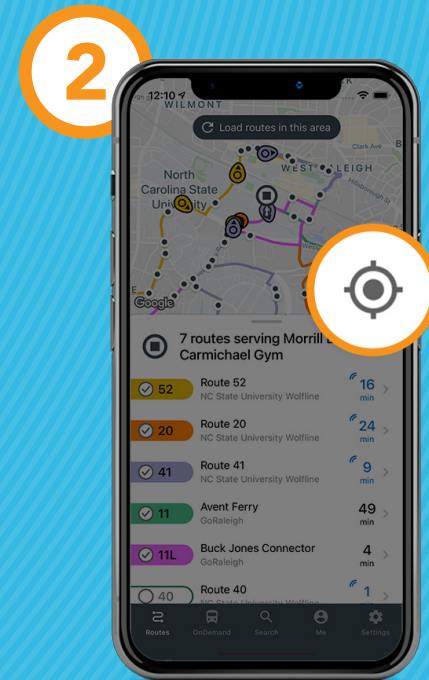
Select the
Search tab



Toggle to **Routes**



Tap on the
Routes tab



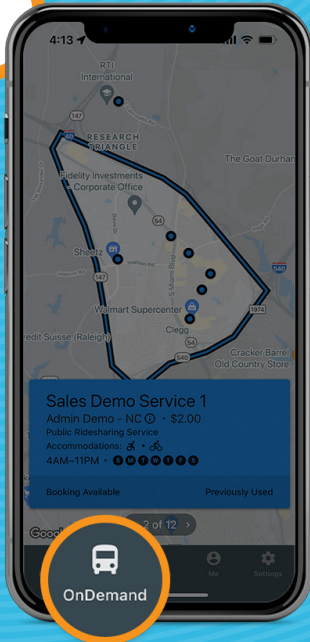
Tap the **compass**
icon to find routes
in your area



USING THE TRANSLOC APP

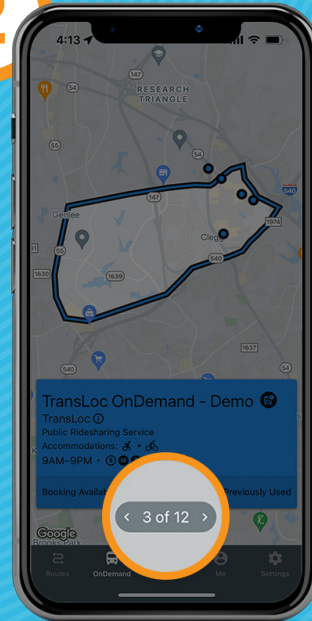
How to Book a Ride On-Demand (Part 1 of 2)

1



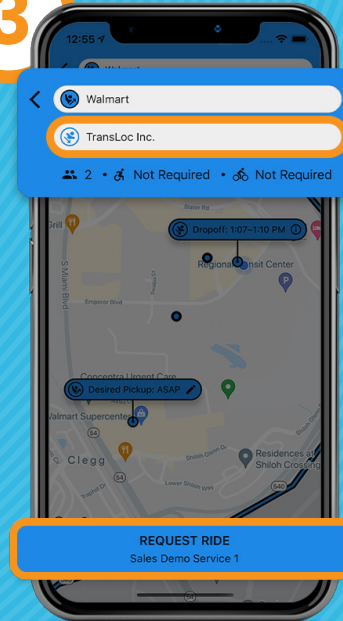
Select the *OnDemand* tab

2



Use the arrows to scroll through service offerings

3

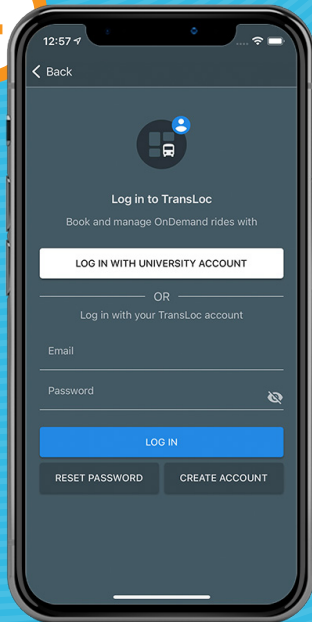


Enter in dropoff address and then click *Request Ride*



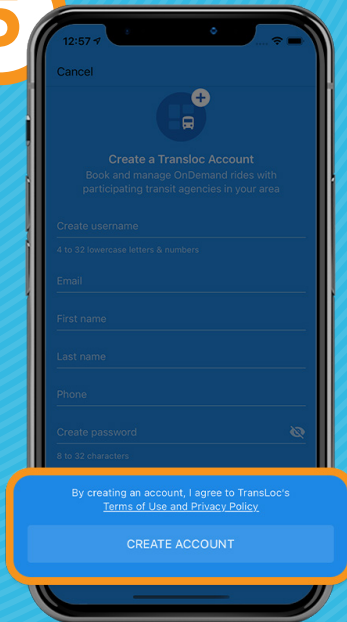
How to Book a Ride On-Demand (Part 2 of 2)

4



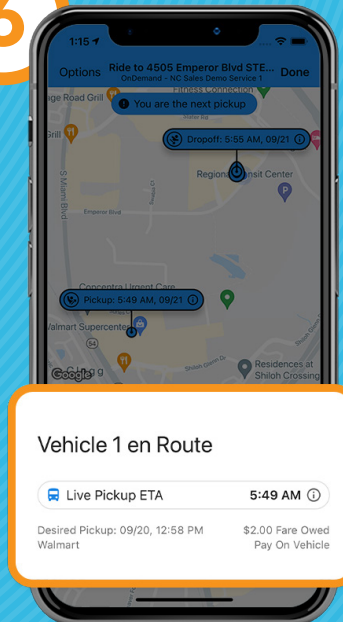
If requested,
login or create
a new account

5



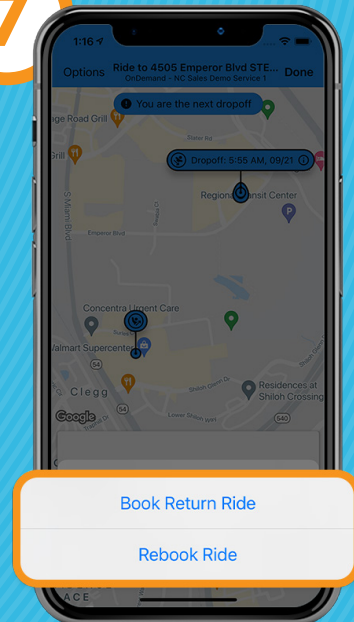
If creating a new
account, complete
your profile, then
tap **Create Account**

6



You will be
assigned a ride
with a **pickup ETA**

7



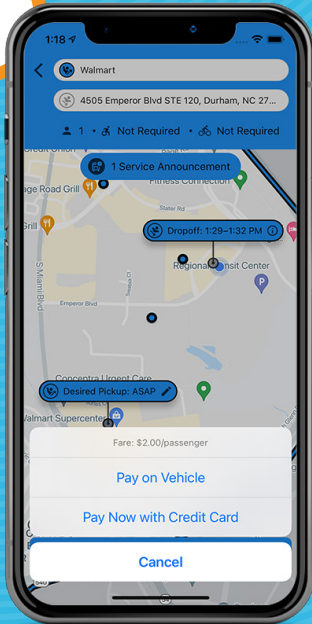
Once in the vehicle,
you will get a dropoff
ETA, with the ability
to **book a return ride**
or **rebook a ride**



USING THE TRANSLOC APP

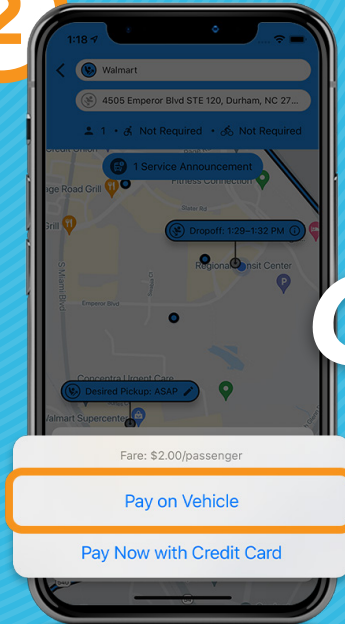
How to Pay for a Ride

1



Choose a payment option

2



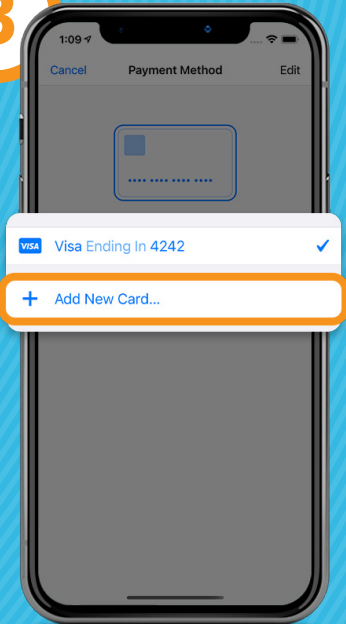
If paying on vehicle, select Pay on Vehicle

OR

3



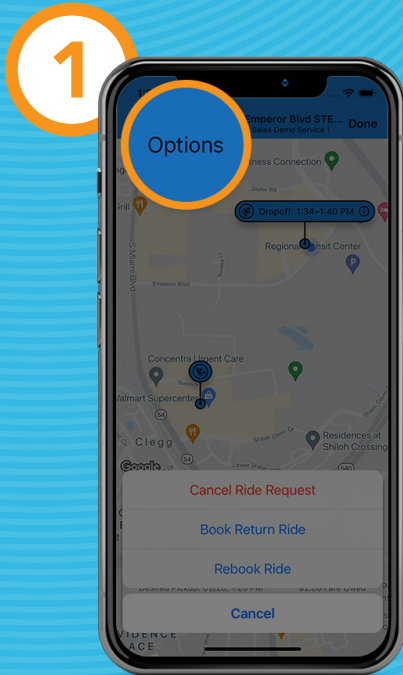
If paying in advance, select Pay Now with Credit Card



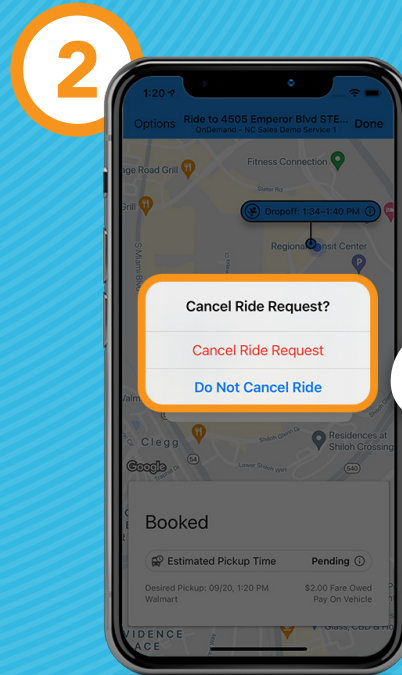
If needed, iPhone users can save or add more than one card

USING THE TRANSLOC APP

How to Cancel a Ride



Tap the *Options* button at the top left corner

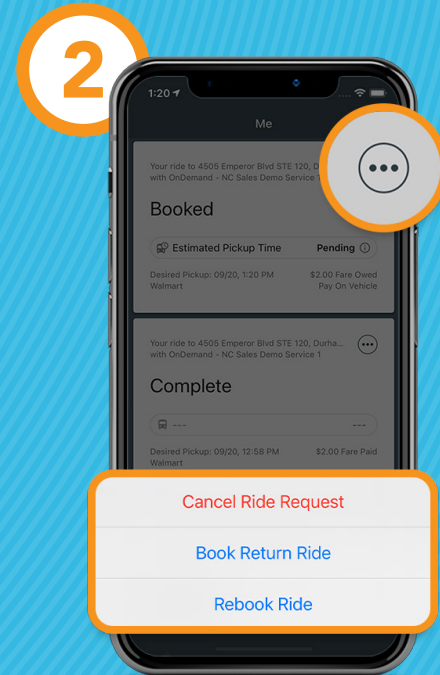


Select *Cancel Ride Request*

OR



Find the ride card in the *Me* tab



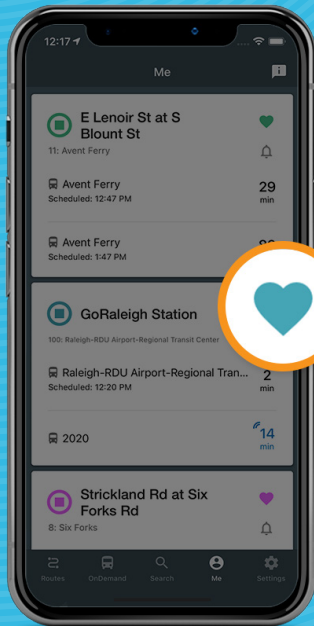
Tap the three-dot menu button on the ride card, and select *Cancel Ride Request*



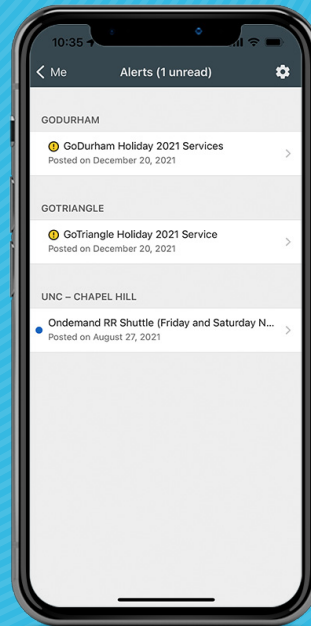
USING THE TRANSLOC APP



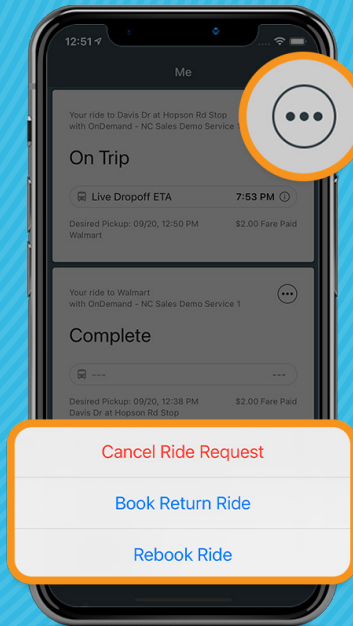
What's Available in the Me Tab?



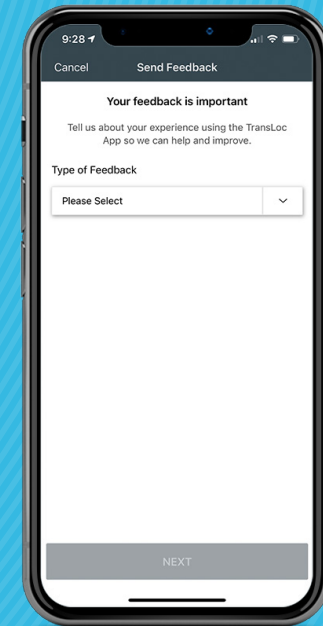
The ability to view your **favorited stops** or **unfavorite a stop**



Agency Alerts with the ability to change visibility



View OnDemand trip history and **rebook a trip** or a **return trip***



The ability to **send feedback**

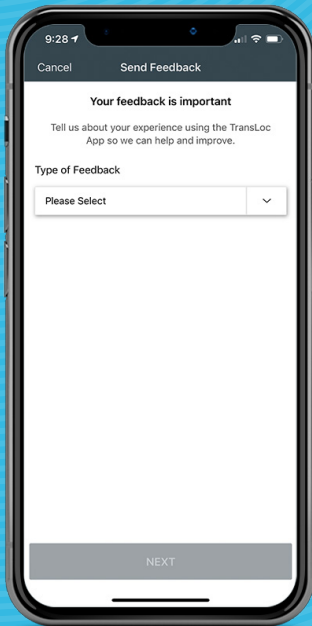
**Available with participating agencies*



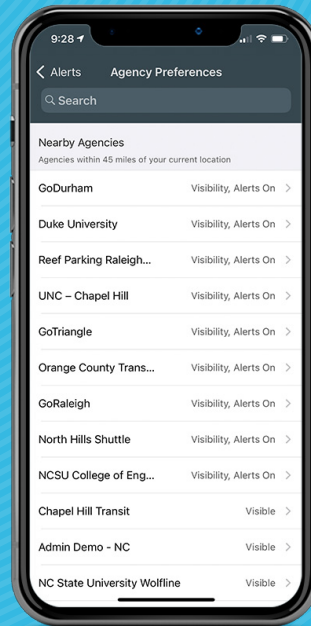
USING THE TRANSLOC APP



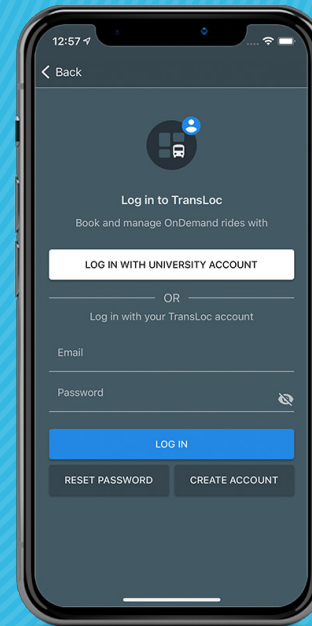
What's Available in the Settings Tab?



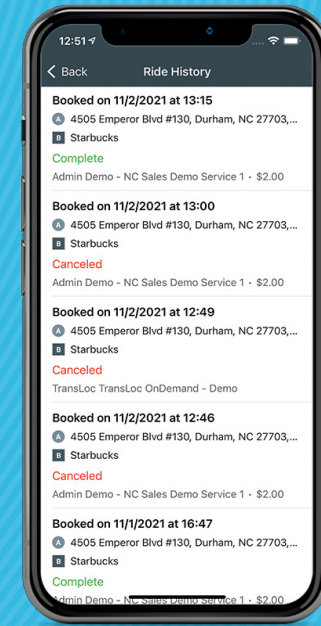
Send feedback



Ability to change *Agency Preferences* (visibility and alerts)



Login or logout



OnDemand ride history*

*Available with participating agencies



*Use Zipthru to pay for meals at CAFE 353.
PLUS! Pay for shuttle bus service.
All using the convenience of your Employee ID Badge!*

ZIPTHRU IS THE ONLY WAY TO PAY FOR THE SHUTTLE BUS SERVICE!

What is Zipthru?

Zipthru is the most convenient way to make purchases at CAFE 353 and to pay for transportation on the shuttle bus service. By adding funds to your Employee ID, you have the easiest way to pay at your fingertips. Just tap your badge and go! No more waiting in lines, carrying cash or signing receipts. And, you can manage your account online at www.myfreedompay.com/zipthru.

Simply open your Zipthru account with your bank account or credit card. Take advantage of Zipthru's Automatic Funding Service and always have funds available.

How do I sign up?

Sign up is easy, you have two simple options:

Online

- Visit www.myfreedompay.com/zipthru
- Click "Sign Up Now!" _____
- Select "**353 North Clark**" from the location drop down menu.
- Enter your Employee ID Badge Number
- Enter your account information
- Follow the prompts to fund your account

Over the Phone

- Call Member Services at 1-888-281-7277
- Please have your Employee ID Badge Number available when calling

Existing ICE badge?

- Sign into your account online.
- Account Information tab
- Go to "Manage my Tag or Badge"
- Under "Add New Tag"
- Enter the 5 digit number on the bottom center of the back of your badge

New Kastle Badge?

- Sign into your account online.
- Account Information tab
- Go to "Manage my Tag or Badge"
- Under "Add New Tag"
 - Enter a leading zero in front of your badge number
 - i.e. 5079-0xxxx

ZIPTHRU TERMS & CONDITIONS

ZIPTHRU MEMBER AGREEMENT

The following Account Agreement describes the terms and conditions in which Zipthru, powered by FreedomPay®, hereafter referred to as FreedomPay offers you access to its services. Use of your FreedomPay account constitutes acceptance of this Member Agreement.

FREEDOMPAY PROMOTIONS, OFFERS AND CREDITS

FreedomPay will credit funds to its Member's accounts as they take advantage of bonuses, gifts, promotions and other incentives offered directly by FreedomPay or by FreedomPay on behalf of its partners (as bonuses, gifts, promotions or other incentives). These bonus bucks can be spent at any location that accepts FreedomPay as long as he or she retains membership in good standing. In the event of either 60 days of account inactivity or if membership is cancelled, FreedomPay bonus bucks are not refundable and revert to FreedomPay.

A member must use their FreedomPay account to purchase goods at FreedomPay locations to be eligible for rewards, promotions, or offers; whether cash or product. A minimum account balance (which includes FreedomPay credits) of \$2 is required to be able to take advantage of FreedomPay promotions. Maintenance of good membership standing is the responsibility of the member. Your FreedomPay account may only be used for making purchases at participating FreedomPay locations. It cannot be redeemed for cash or applied as payment to any account unless required by law. After 120 days of non-use a \$2.00 per month service fee will be deducted from the remaining balance until depleted unless prohibited by law. FreedomPay offers to temporarily suspend a member's account per their request when an extended leave of absence is anticipated. Members requesting a refund will be charged a \$5 refund administration fee. FreedomPay encourages members to deplete all balances prior to closing their account.

All product promotions are offered on a "while supplies last" basis.

USING FREEDOMPAY

All purchases of products and services are made directly from our merchants and not from FreedomPay. Our merchants are responsible and liable for any issues that may arise from the delivery or use of their products and services (including the way they advertise them), and FreedomPay will not be held responsible or liable. FreedomPay reserves the right to add, delete or change the lineup of participating merchants who accept FreedomPay, at any time, with or without notice.

FreedomPay is responsible for and will issue the equivalent credit for any incomplete transaction due to the failure of FreedomPay equipment at the purchase site. FreedomPay monitors its equipment both remotely and on-site and warrants its hardware and software. In any event, the liability of FreedomPay for a failed transaction shall be limited solely to no more than the purchase price of said product or service.

FreedomPay shall not be obligated to reimburse a Member for any transaction for which FreedomPay has not been fully paid by the Member's credit card or bank issuer.

FreedomPay shall not be responsible for any information lost due to malfunction or loss of a handheld device.

TAMPERING AND HACKING

If you use, or attempt to use the FreedomPay Service for other purposes, including but not limited to tampering, hacking, modifying or otherwise corrupting the security or functionality of FreedomPay, your FreedomPay account will be terminated and you will be subject to damages and other penalties, including criminal prosecution where available.

CONSUMER LIABILITY AND ERROR RESOLUTION

Notify us within two business days after you learn that an unauthorized person knows your PIN, or if your account activity shows purchases that you did not make or authorize. It is important to notify us within two business days as you may be liable for all losses that occurred previous to notifying FreedomPay.

INTELLECTUAL PROPERTY RIGHTS

FreedomPay retains all rights, title, and interest in and to trademarks. Users shall only use FreedomPay trademarks with the express permission of FreedomPay, Inc. Users shall not use the trademarks in any manner that is disparaging to FreedomPay. Under no circumstances may a user alter, modify, or change the FreedomPay trademark.

All materials in the www.freedompay.com/zipthru site and the FreedomPay Service are protected by law, including but not limited to copyright, trade secret, patent, and trademark law. The contents of and all materials distributed in conjunction with this site are © 1999-2014 FreedomPay, Inc. and/or its licensors and suppliers. All rights reserved. Patent pending.

You are welcome to use the materials on the FreedomPay website for your personal use in spending FreedomPay funds, but not for any commercial purposes. Also, you may not "mirror" or "frame" any material contained on this site. We welcome your feedback, but know that if you send any suggestions, material, or comments to us via the site, you grant us the right to use them for any purpose without any further obligation or notice to you.

THIS AGREEMENT

This Account Agreement is governed by the laws of the state of Delaware.

FreedomPay shall not be liable for any damages of any kind arising out of or in connection with this Account Agreement, the FreedomPay website, or FreedomPay Service.

FreedomPay, in its sole discretion, may modify or terminate this Agreement, access to its website, or access to the service without notice for any reason and at any time.

MEMBER ACCOUNTS

Based on the information you have provided in the registration process, FreedomPay, Inc. ("FreedomPay") will open a member account and provide the FreedomPay Service to you. We reserve the right to accept or decline an application to open a member account, or to discontinue providing the FreedomPay Service at any time. Your application will be accepted or declined by FreedomPay at its main office located in Radnor, Pennsylvania.

To open your FreedomPay account, you will be provided a Member ID and PIN and/or a contact-less transponder device (wand or tag). Please treat this information and your device with the same security you would a credit card. There is a \$6.00 replacement fee for lost or stolen transponder devices.

FreedomPay is not responsible for lost or stolen PINs or devices. FreedomPay is not liable for fraudulent use of the member's account information. Members should report all suspected fraudulent use of their account information to FreedomPay by calling 1-888-281-7277 within two business days. We do not cover fraudulent charges if your credit card or bank information was lost or stolen at the time of the transaction. In the event of unauthorized use of your credit card, or if your card is lost or stolen, you must notify your credit card provider in accordance with its reporting rules and procedures.

You may not open more than one FreedomPay account. FreedomPay reserves the right to terminate duplicate accounts or any account containing untruthful information. FreedomPay reserves the right to verify any of the information you provide. The right to use the FreedomPay Service is personal to each member. Such right is not transferable to any other person or entity. You agree not to authorize any other person to use your Member ID, PIN or device.

You agree to provide information in the registration process that is accurate and complete; and to update your personal information as necessary so that it remains accurate and complete. You may not impersonate any other person, operate under an alias or otherwise conceal your identity. You must be a resident of the United States and be at least 18 years of age.

FreedomPay requests that adult parents or guardians open, fund and supervise a FreedomPay account for persons under the age of 18. FreedomPay assumes that accounts open for persons under the age of 18 years are done so with the full knowledge of the parent or guardian and that the parent or guardian assumes full financial obligation for the account.

Account funds will normally be available in your member account within minutes after you successfully communicate your transfer instructions to us. However, under some circumstances account funds may not be available until the next business day. We make no representations or warranties regarding the amount of time needed to complete processing.

FreedomPay is FREE to join and FREE to use. Your FreedomPay account will be automatically enrolled in our Platinum Service Program upon electronic funding of your account via a credit/debit card or bank account. Our Platinum Service Program allows unlimited account replenishment and balance inquiry access via Member Services, the FreedomPay website and kiosks. The Platinum Service fee is \$2.50 per month. For promotions currently available regarding the Platinum Service, see your FreedomPay Representative or contact Member Services.

FreedomPay reserves the right to bill member's credit/debit card, or bank account for any negative balance due to valid purchases.

Valid purchases are defined as purchases that have been conducted via PIN, Tag, Phone, or website. This does not exclude any applicable fees, or unauthorized transactions that may have been conducted due to PIN/Tag loss where proper notification was not given to FreedomPay within two business days as noted in CONSUMER LIABILITY AND ERROR RESOLUTION. Furthermore, FreedomPay reserves the right to suspend such accounts.

Checks returned for non-sufficient funds will result in a \$30.00 fee to your FreedomPay account. ACH transfers returned by your bank will be assessed a \$10.00 fee to your FreedomPay account. FreedomPay reserves the right to alter the amount of this funding fee at any time without prior written notice.

ZT315ACH