



Welcome



Welcome Guide

Welcome to CCHS Boca Raton. Our 71,000-square-foot facility offers the very best in the latest technologies, work/life balance amenities, green elements and ergonomic design. The building and all its features are reflective of the simplicity, ease and innovation of our new brand and support our company's goals for the future.

This guide gives you a general overview of what you will find in your new workspace. You will also see some housekeeping guidelines to help us maintain a clean, fresh, professional look not only for all who work here but also for our visitors and customers.

Thank you and enjoy your new work environment!

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The Basics

Address

The address is 4700 Exchange Court, Suite 300, Boca Raton, FL 33431. The facility is located in the Boca Raton Innovation Campus (BRIC), which is east of Military Trail and between Yamato Road and Spanish River Boulevard.

Building Hours

Monday–Sunday 7:00 a.m. – 7:00 a.m.

Please note: Building is not air-conditioned on Sundays. For AC exceptions, submit a JIRA ticket.

Parking

The employee parking lot is located on the east side of the 4700 building in front of our entrance. There are also designated CCHS visitor and car pool parking spots available.

Access Badges

Your current badge will grant you access to our facility at 4700 Exchange Court in Boca Raton. Should you lose your badge, please contact Facilities at **(561) 322-4430**, dial extension **24430** internally, or email **facilities@cchs.com** immediately so that badge can be turned off and a new badge can be issued.

Emergency Exits

See page 15 for evacuation plan.

Restrooms

Men's and women's restrooms are located on either side of the Oasis entrance, on either side of the elevators outside the main lobby, and in the yellow section.

IT Service Desk

The Service Desk provides walk-in IT support and solutions from 8:00 a.m. to 5:00 p.m. Monday – Friday.

Facilities

For facilities requests, please put in a JIRA request or call the Facilities Department at **(561) 322-4430** or dial extension **24430** internally.

Visitor Management System

Visitors and guests will sign-in and obtain a temporary photo ID in the Main Lobby.

Smoking Areas

There are designated campus smoking areas. See page 14 for site plan with exact locations.

Wellness / New Mothers Room

There is a secure room with a lounge chair, refrigerator and sink for the convenience of new mothers and associates not feeling well. You will need to contact HR for access. The wellness/new mothers room is located next to the women's restroom by The Oasis.



General Office Guidelines

Enjoy your
new workspace!

Keep your workstation or office clean and professional.

Periodically clear your work area of litter or any unnecessary items.

Ensure that all equipment is clean and put away at the end of each business day.

Only use the provided dry erase markers/
cleaners on your white board.

Do not hang anything on the walls—drywall or other. If you need to have something hung in your office, you must contact Facilities.

Do not put anything in your workstation that is taller than the panel.

Do not hang accessories or anything over workstation panels. Workstations have glass panel tops so the natural light flows throughout each floor. Accessories are provided that mount in your workstation. Please don't block the natural light from your neighbor!

Do not put anything on top of the cabinet(s) in your work station.

Do not move chairs from their designated places. If you borrow a chair from a workstation, huddle or conference room, make sure you return it when your meeting is finished.

Property which is owned or purchased by CCHS, or for which CCHS is responsible, is to be used for company purposes only. When an associate has a need to remove such property from any location, authorization must be sought from Human Resources and approved by the Chief HR Officer. Such requests and approvals must be documented in writing.

Do not leave any paperwork out overnight.

Do not lose the key to your office or workstation drawers and cabinets. Each storage unit in your workstation or office utilizes the same key. You have received one set of keys for your use.

The locks are master-keyed, so if you have forgotten your key, please contact Facilities who will have access to the master key. If you should lose a key, let Facilities know so that a replacement can be ordered.

Do not use a chair mat. All chairs are outfitted with carpet casters, making chair mats unnecessary.

Do not bring in personal heaters, refrigerators or other appliances. If you have a ventilation issue or require special secure refrigeration, please contact HR.

Do not store open food in office or workstation drawers, cabinets, etc.

You may have beverages at your workstation in a covered container but should not eat at your workstation. All food and containers should be disposed of in the proper receptacles in the break rooms.

Do not litter or discard such items as cigarettes or wrappers on the premises.

Recycling

We will participate in Waste Management's Streamline Recycling Program. Recycling bins are located in The Oasis and throughout the building.

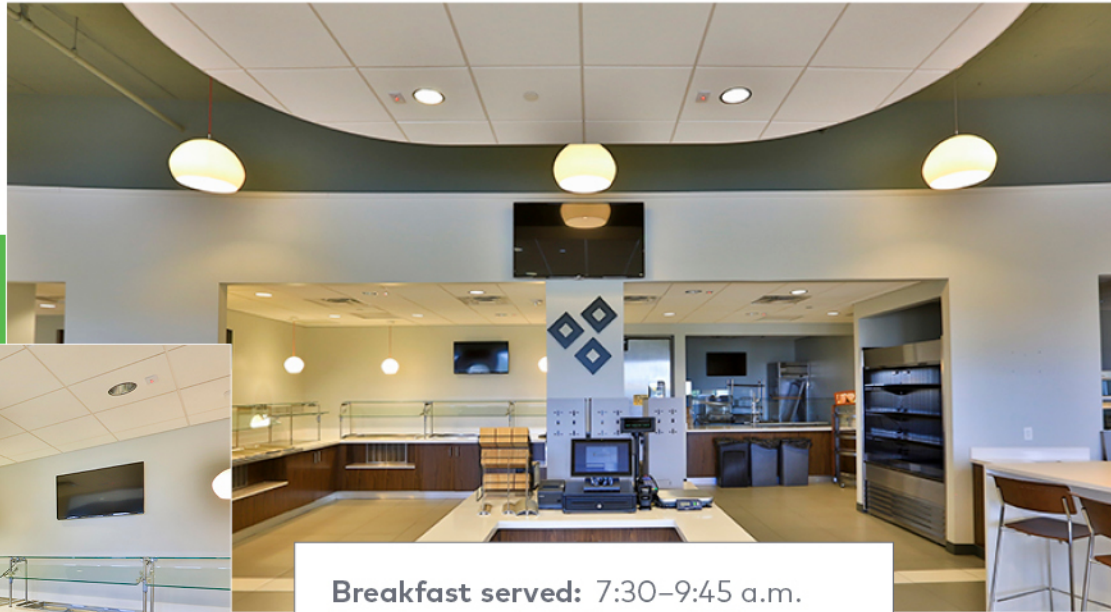
Items that can be recycled:

- Newspapers and inserts
- Magazines
- Catalogs
- Office paper
- Mail/junk mail
- Cardboard boxes
- Cereal boxes
- Tissue boxes (please flatten)
- Bottles (without caps or lids)
- Plastics #1, #2 and #3
- Containers made of steel, tin and aluminum (please rinse)
- Loose glass bottles and jars (no caps/bags or boxes)

Items that cannot be recycled:

- Containers stained with food
- Electronics (contact IT for proper disposal/recycling)
- Food waste
- Paper plates
- Plastic bags
- Plate glass
- Styrofoam
- Wax paper

The Oasis Café



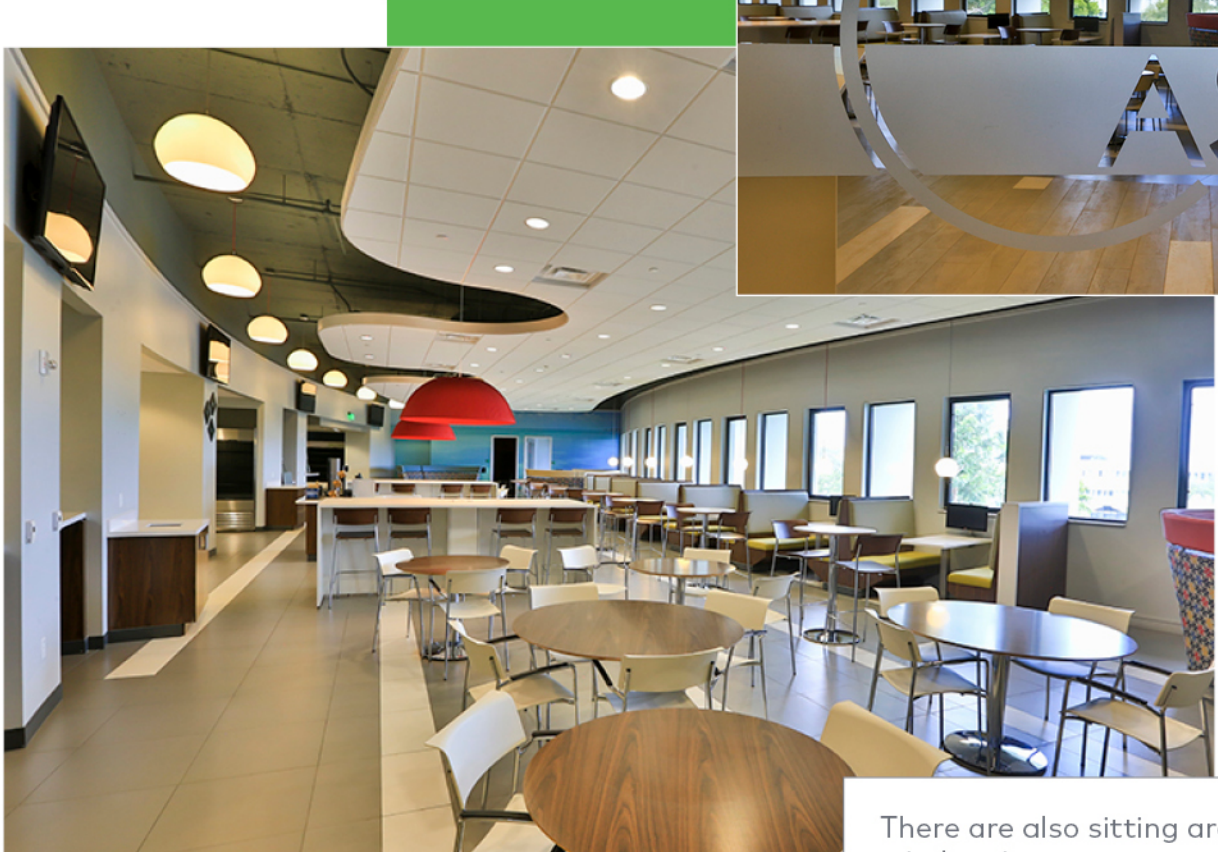
Breakfast served: 7:30–9:45 a.m.
Lunch served: 11:15 a.m.–1:30 p.m.



The Starbucks Coffee Bar, located next to Oasis Café, offers most of the same drinks as your neighborhood Starbucks, including seasonal varieties.
Barista service: 7:30 a.m.–4:00 p.m



This area includes two refrigerators, four microwaves, a coffee station, and a sink.



There are also sitting areas and wireless internet access so you can even have a quick meeting.



A few reminders:
* Please cap all beverages as you walk throughout the office in order to eliminate spilling.
* Do not leave any food in a refrigerator over the weekend. Refrigerators are cleaned out every Friday and food is discarded.
* Do not leave dirty dishes in the sink. It is each person's responsibility to wash their own coffee mug, silverware, etc.

Catering Policy
All catering that is expensed must be purchased through the Oasis café.
See catering flyer for details.

Amenities



Amenities available by appointment:

- Dry Cleaners
- Nail Services
- Massage Therapy
- Car Wash

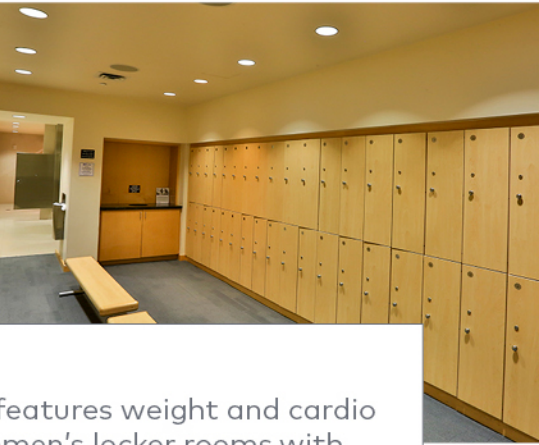
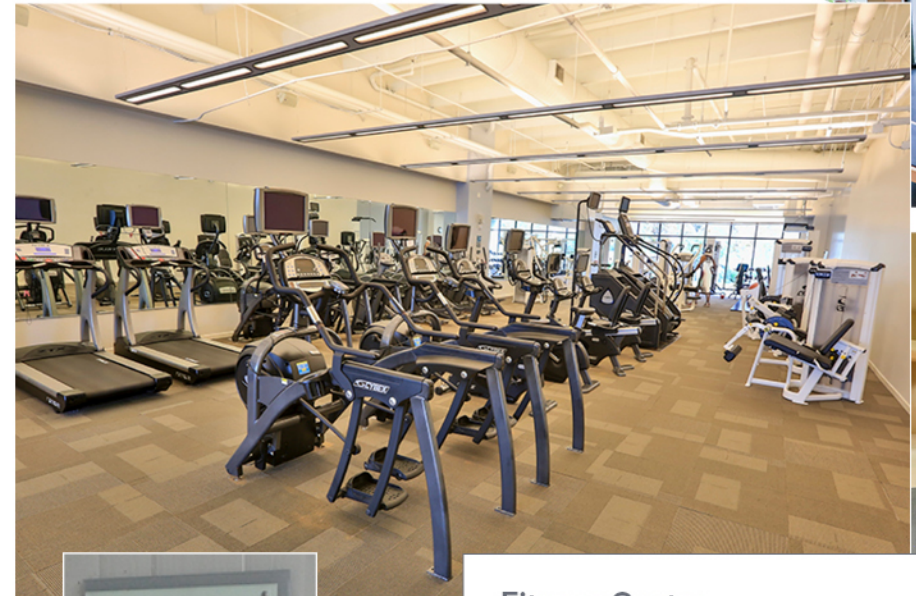
See flyers for details.

Coffee Stations
 There are coffee stations located in various sections of the facility, which include a full-size refrigerator, sink, microwave and filtered water. Some copy rooms also double as coffee stations.



Vending Machines
 Snack and beverage vending machines are located in front of the Oasis Café and throughout the facility.

Amenity Corridor



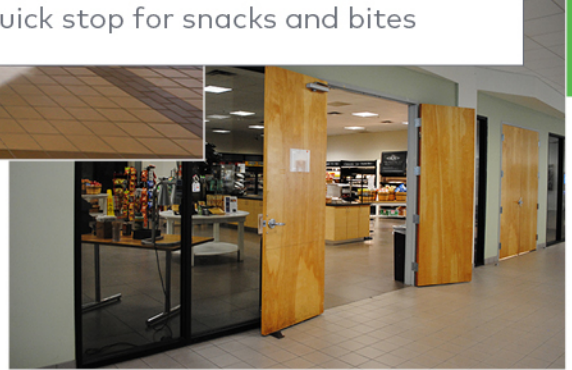
Fitness Center
 The Fitness Center currently features weight and cardio equipment and men's and women's locker rooms with showers. The cost of the gym is \$20 per month.

Hours: Monday–Sunday 5:30 a.m. – 9:00 p.m.

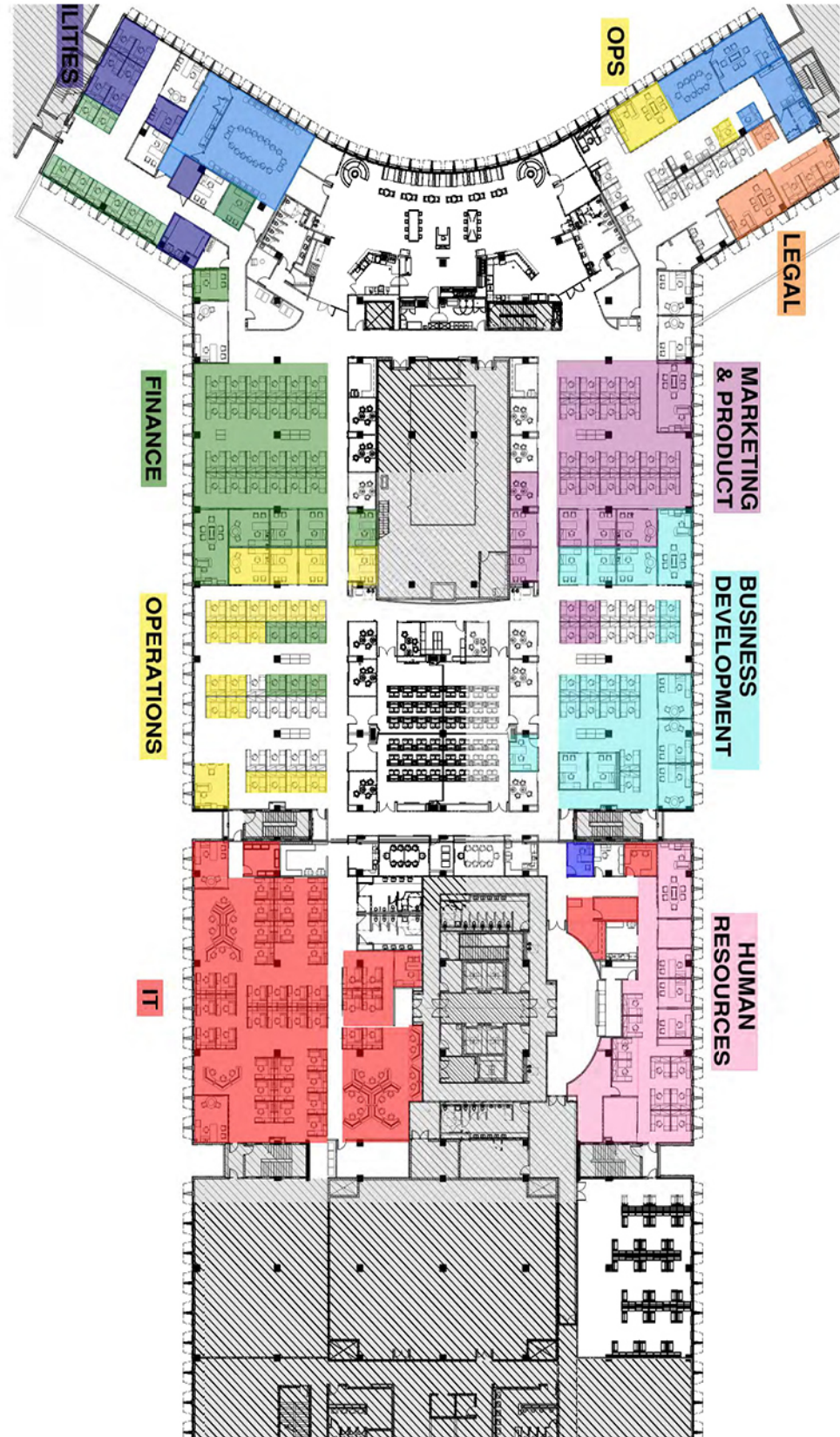


Atrium
 Additional place for you to eat lunch

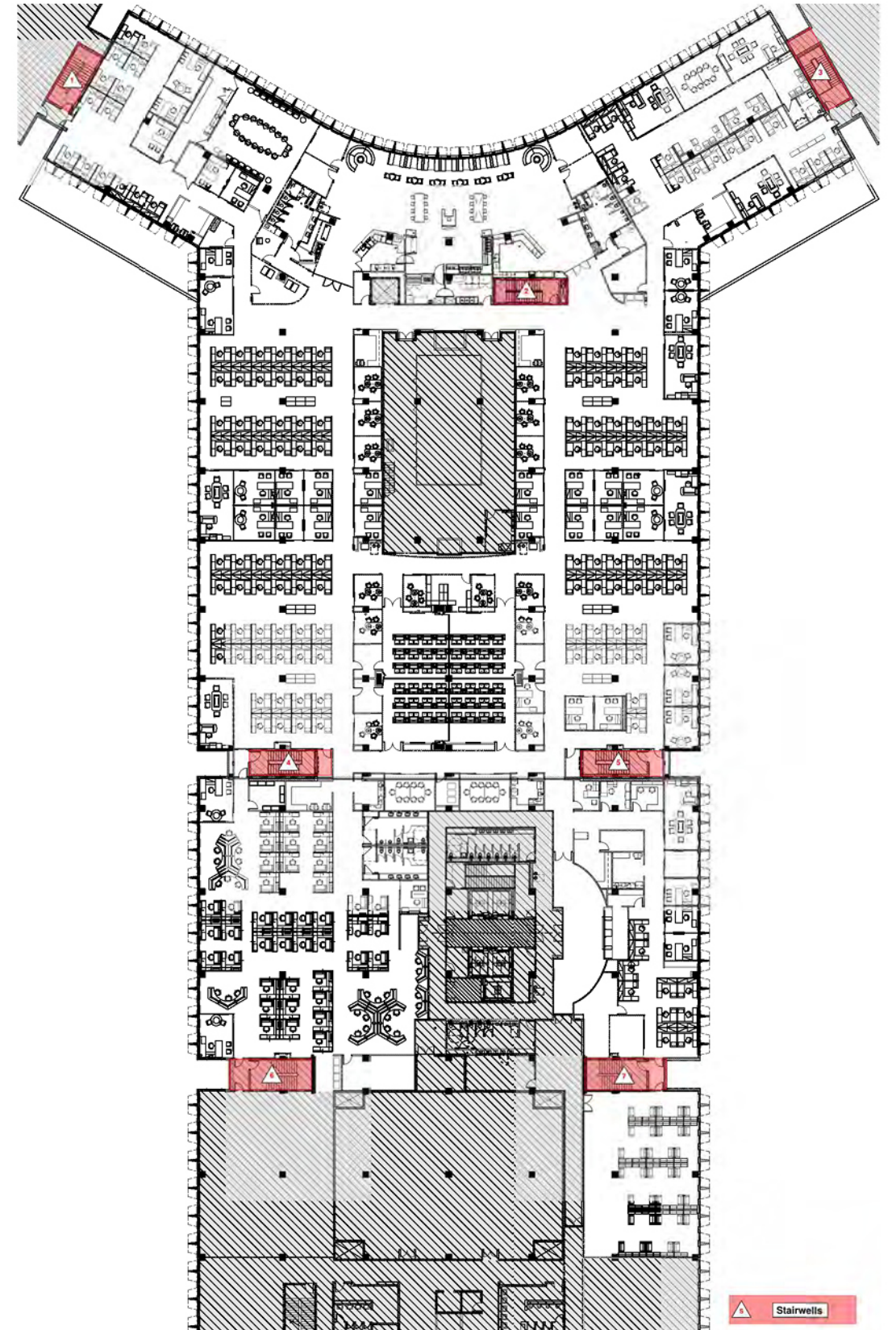
Mini Mart
 Quick stop for snacks and bites



Suite Departments Map



Suite Stairwells Map



Getting Connected

Network and WiFi

You have access to the CCHS company network (wired, wireless) anywhere in the facility. Additionally, there is a wireless guest network throughout the facility.

Multi-Function Printers

7 print stations are set up throughout the floor with multi-function units capable of printing, copying, faxing and scanning.

Phone System

- To call within the facility, dial 2 plus the four-digit extension.
- To call outside the building, dial 9 and then the full number.
- If you sit in a workstation, please be courteous and avoid using your speakerphone function. All new phones have a built-in jack for a headset.

IT Service Desk

The Service Desk provides walk-in IT support and solutions.

Hours of Operation

Monday – Friday
7:30 a.m. – 6:30 p.m. EST

* For urgent/critical issues, it is recommended that you call the IT Service Desk directly at **1-866-506-3085**.

Emergency After-Hours Support

7 days a week

* If you cannot create a JIRA ticket and it cannot wait until the next business day, call the number above or email **afterhourssupport@cchs.com**.



IT Service Desk Information

What to Do If You Have an Issue

When you have an incident/request, first check with your supervisor (if your supervisor is not present, please check with the next available supervisor).

Problems/Requests must be categorized as critical or not. (Non-critical is if the issue can wait until the next business day or if there is a workaround.)

Troubleshoot before creating a problem ticket:

1. If you are having an application problem, try rebooting your machine to clear the memory.
2. Contact your supervisor if you are locked out of a network resource.
3. Move to another workstation if possible.

How to Contact the IT Service Desk

There are 4 ways you can contact the IT Service Desk to obtain support/submit a JIRA ticket:

- Access the IT Service Desk Self Service Portal on the Interchange:
<http://interchange/itg/HELPSUPPORT/Home.aspx>.
- Send an email to **isd@cchs.com**.
- Call **1-866-506-3085** or dial extension **3085** internally.
- Walk up to our IT Service Desk Bench by the front entrance (pictured left).

Please provide the IT Service Desk with a JIRA ticket number. If you do not have one, have the Help Desk provide you with one before the end of the call. The support technician answering your call will gather as much information as possible while you are on the phone so he/she can either make a preliminary diagnosis and possibly help you resolve the issue right away or use the information gathered to determine with IT associate can best handle your incident.

In order for the IT department to provide the best quality of service, you need to provide important information regarding the incident/request itself and the circumstances leading up to the incident. Key pieces of information that will be helpful include: the exact error message or condition, the application or unit that has the error condition, what specifically you were doing when the error condition occurred, etc.

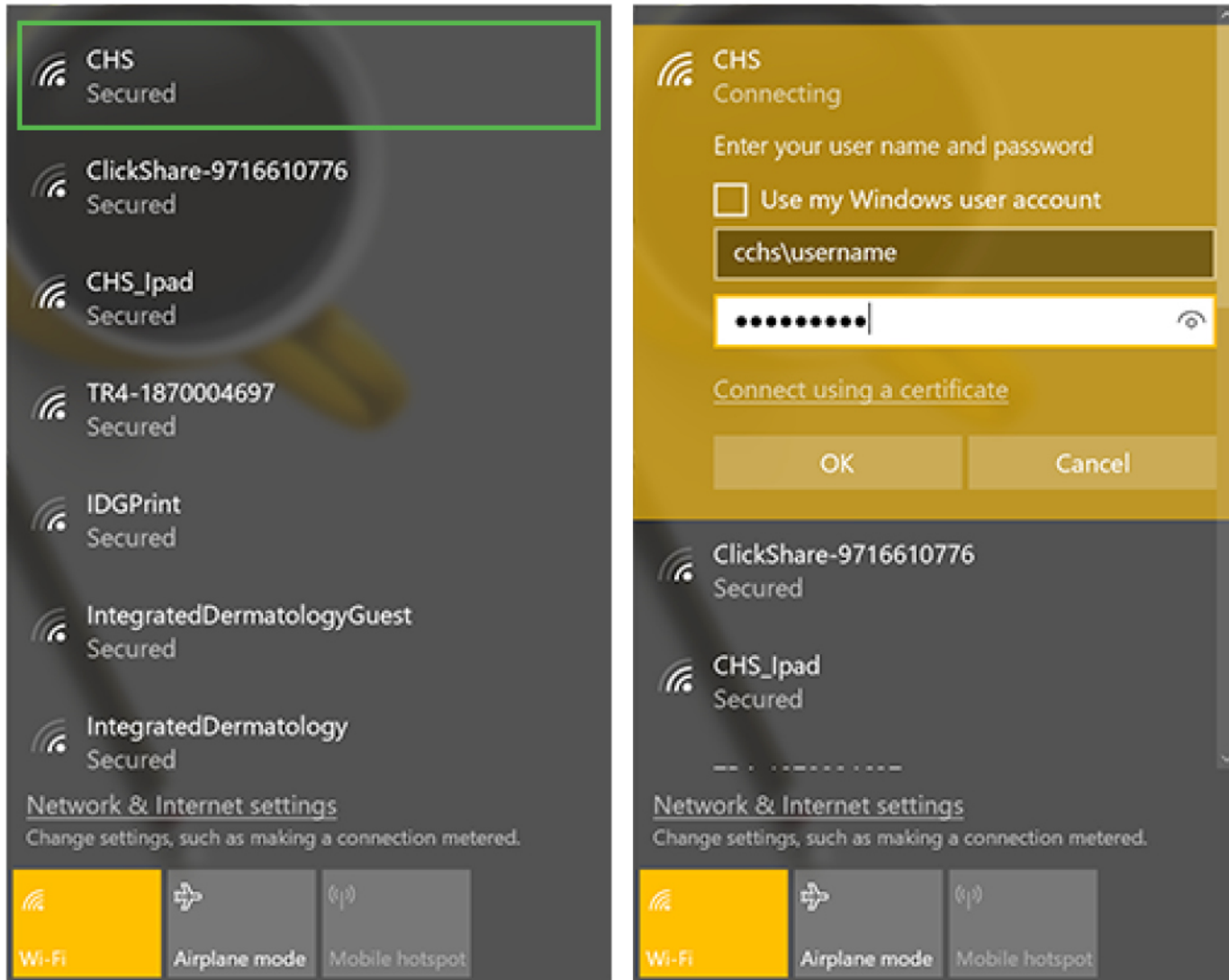
We ask that you give the IT Service Desk support specialist your full cooperation, as this will help expedite the incident/request.

You may follow up on your incident/request by calling the IT Service Desk at extension 3085—just always be prepared to reference your JIRA ticket number before calling.

The IT department attempts to resolve all incidents/requests immediately, but there are times when it takes longer. All incidents/requests open for more than 48 hours go on a critical report, and they are discussed at the biweekly incidents-and-requests meeting.

Please note that unless the incident is reported properly, the likelihood of it getting followed up on is very remote. It is in your best interest to make sure your incident/request is logged and that you are given a JIRA ticket number to follow up with.

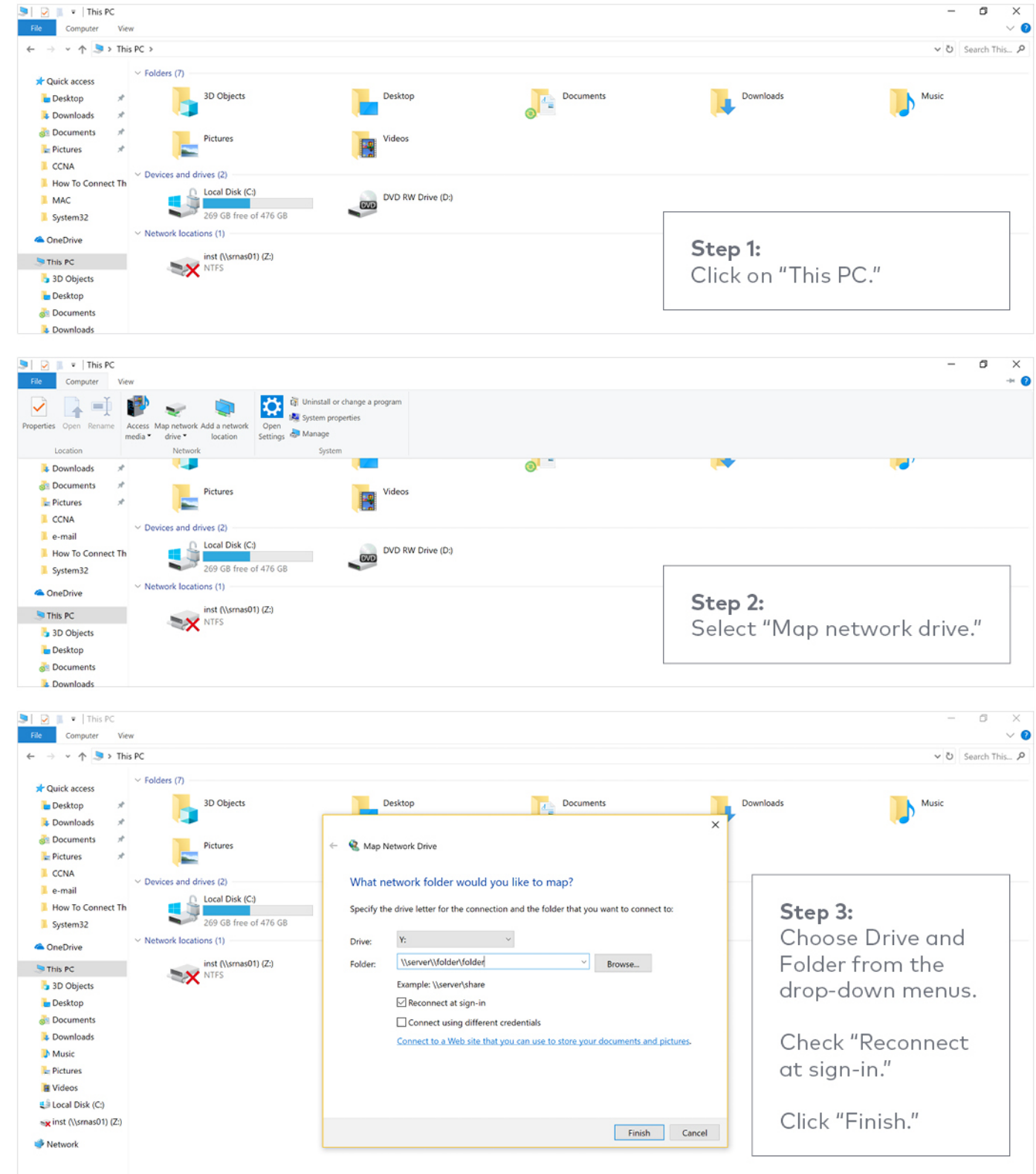
How to Connect to the Wireless Network



Step 1:
Select "CHS" wireless network.

Step 2:
Type "cchs\" followed by your username.
Type your password.
Click "OK."

How to Manually Map a Network Drive



How to Add a Printer

The screenshot shows the Windows 'Devices and Printers' control panel window. The 'Add a printer' button is highlighted with a green box. A callout box labeled 'Step 1' points to the breadcrumb path: Control Panel > Hardware and Sound > Devices and Printers. Another callout box labeled 'Step 2' points to the 'Add a printer' button. A third callout box labeled 'Step 3' points to a message in the 'Add a device' dialog box that says 'The printer that I want isn't listed'. A fourth callout box labeled 'Step 4' points to the 'Add Printer' dialog box, specifically to the 'Select a shared printer by name' option and the text input field containing '\\brprintsrv1\BRITPRT1'. Below the input field, an example path is provided: '\\computername\printername or http://computername/printers/printername/'.

Step 1:
Go to "Devices and Printers."
(Control Panel > Hardware and Sound > Devices and Printers)

Step 2:
Click on "Add a printer."

Step 3:
Select "The printer that I want isn't listed."

Step 4:
Choose "Select a shared printer by name."
Type "\\brprintsrv1\BR"[department][printer name]
Example: \\brprintsrv1\BRITPRT1

Instructions for Secure Printing on Multi-Function Machines

RICOH

At your desktop:

1. Go to Print Menu
2. Click "Properties"
3. Job Type: Choose "Locked Print" from drop-down menu
4. Click "Details" button
5. Enter User and PIN of your choice
6. Click "OK"
7. Click "OK" again

At the machine:

1. Press "Print" button on the left side of the machine
2. Choose "Print Jobs" on the touch screen
3. Highlight your job
4. Press "Print"
5. Enter PIN
6. Press "OK"
7. Choose "Yes"

CANON

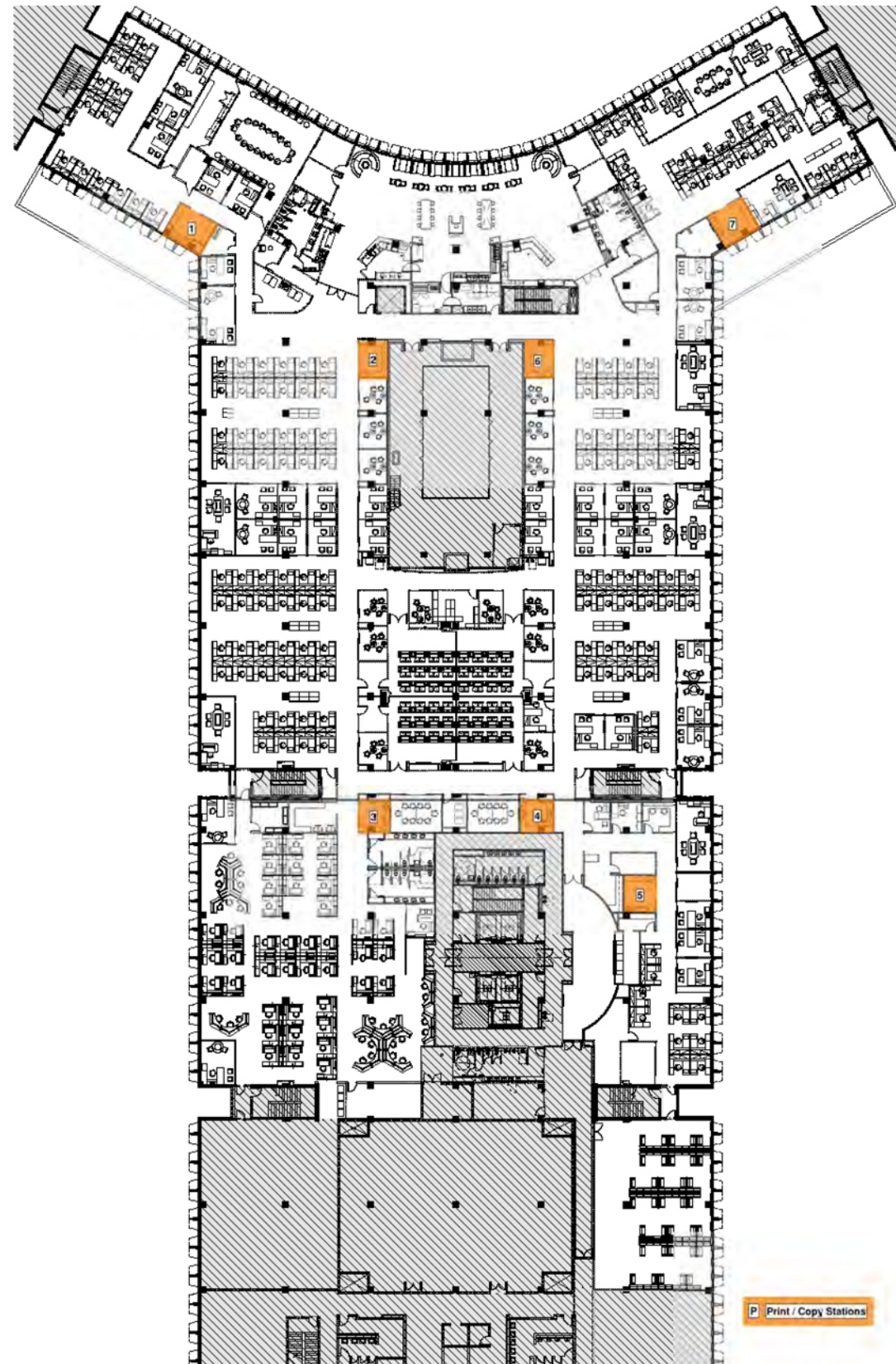
At your desktop:

1. Go to Print Menu
2. Click "Properties"
3. Output Method: Choose "Secured Print" from drop-down menu
4. Click "OK"
5. Click "OK" again
6. Enter PIN of your choice in the pop-up box

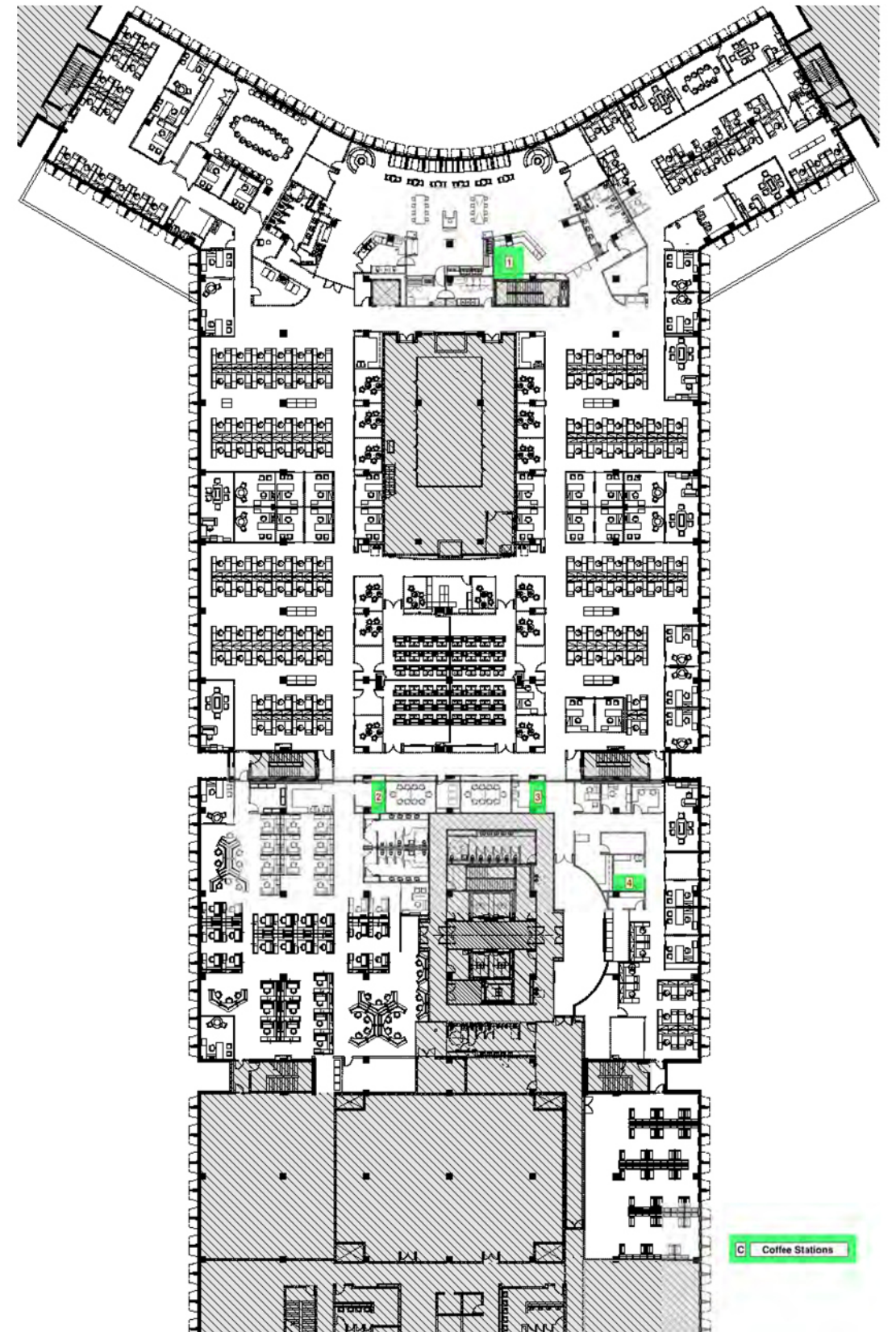
At the machine:

1. Press "System Monitor" on the touch screen
2. Press "Print"
3. Press "Secured Print"
4. Enter PIN
5. Press "OK"

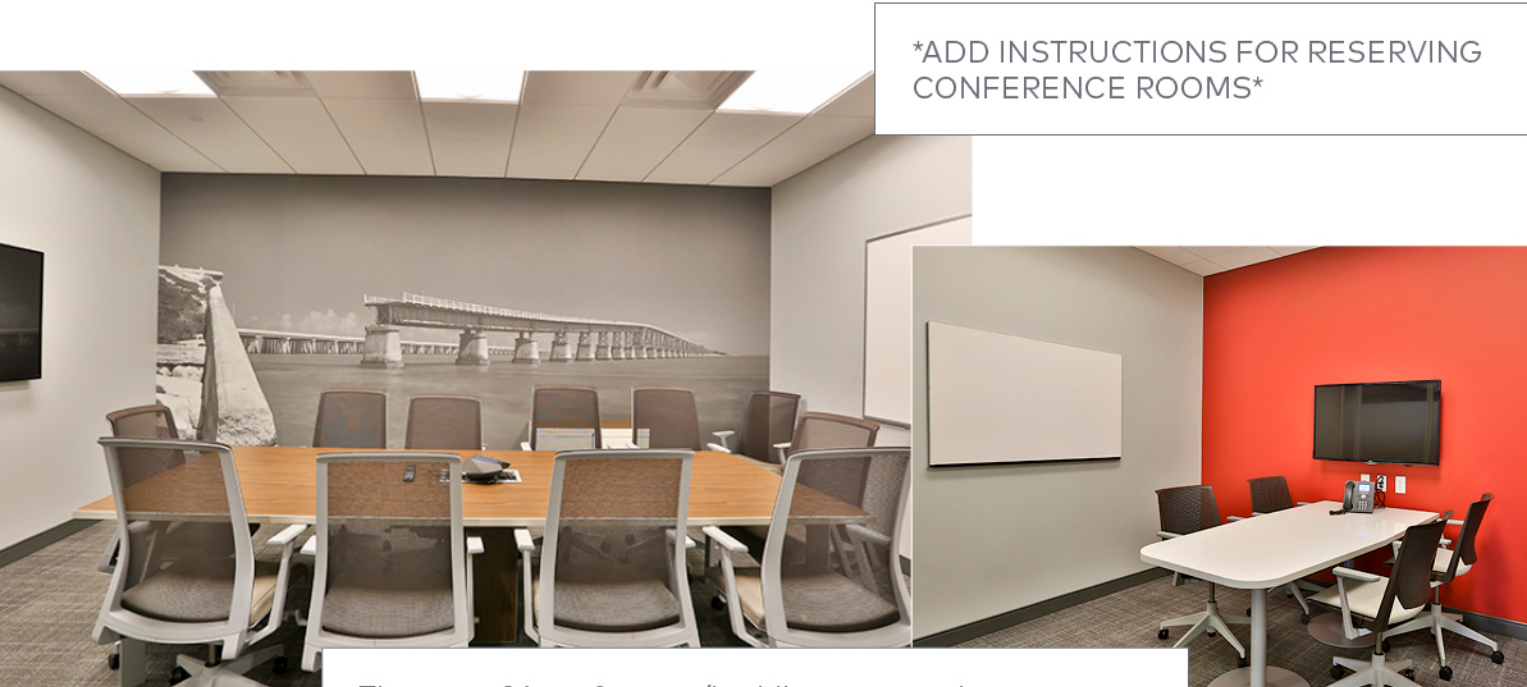
Print/Copy Stations Map



Coffee Stations Map



Meeting/Conference Rooms

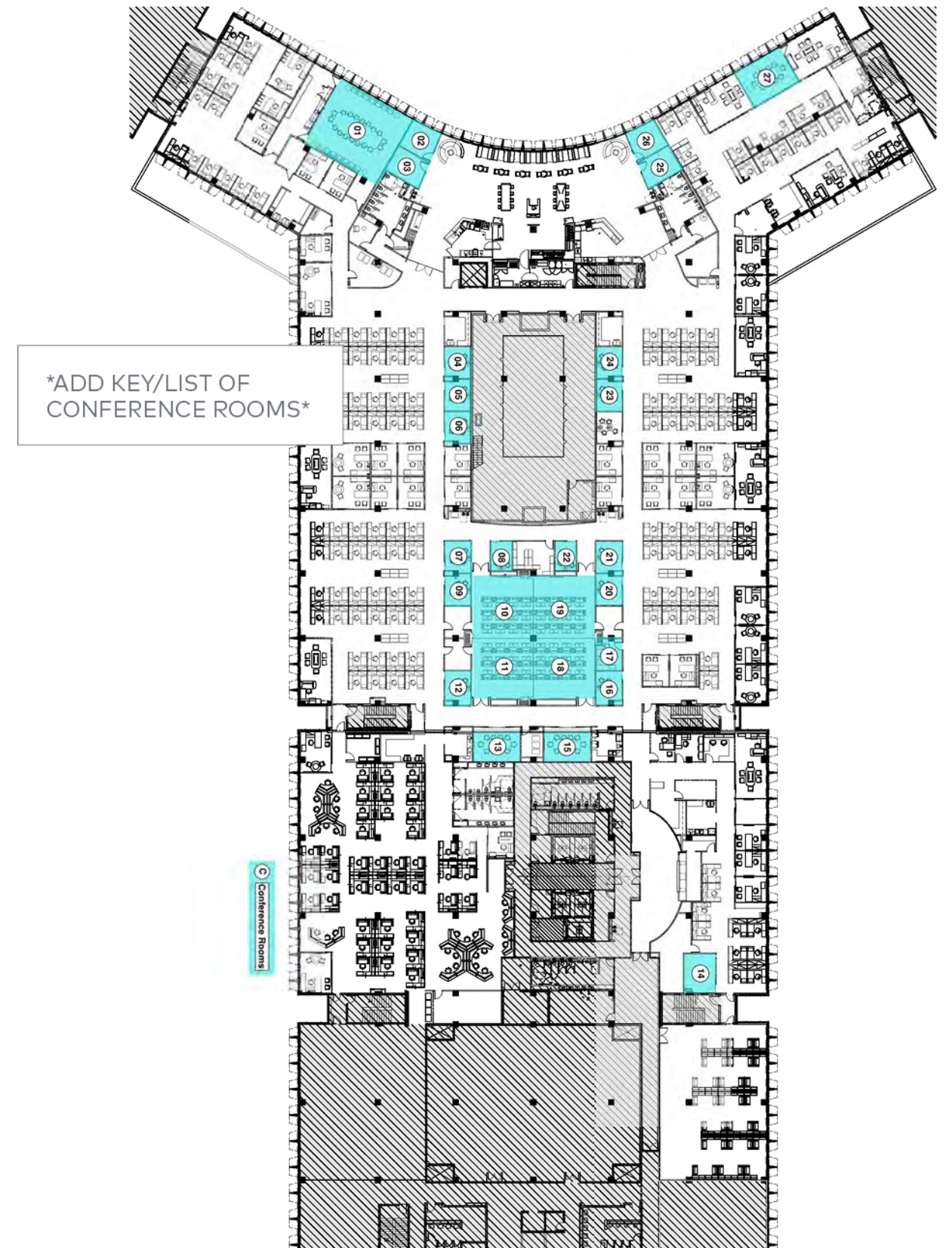


ADD INSTRUCTIONS FOR RESERVING CONFERENCE ROOMS

There are 26 conference/huddle rooms and meeting spaces throughout the facility.



Conference Rooms Map

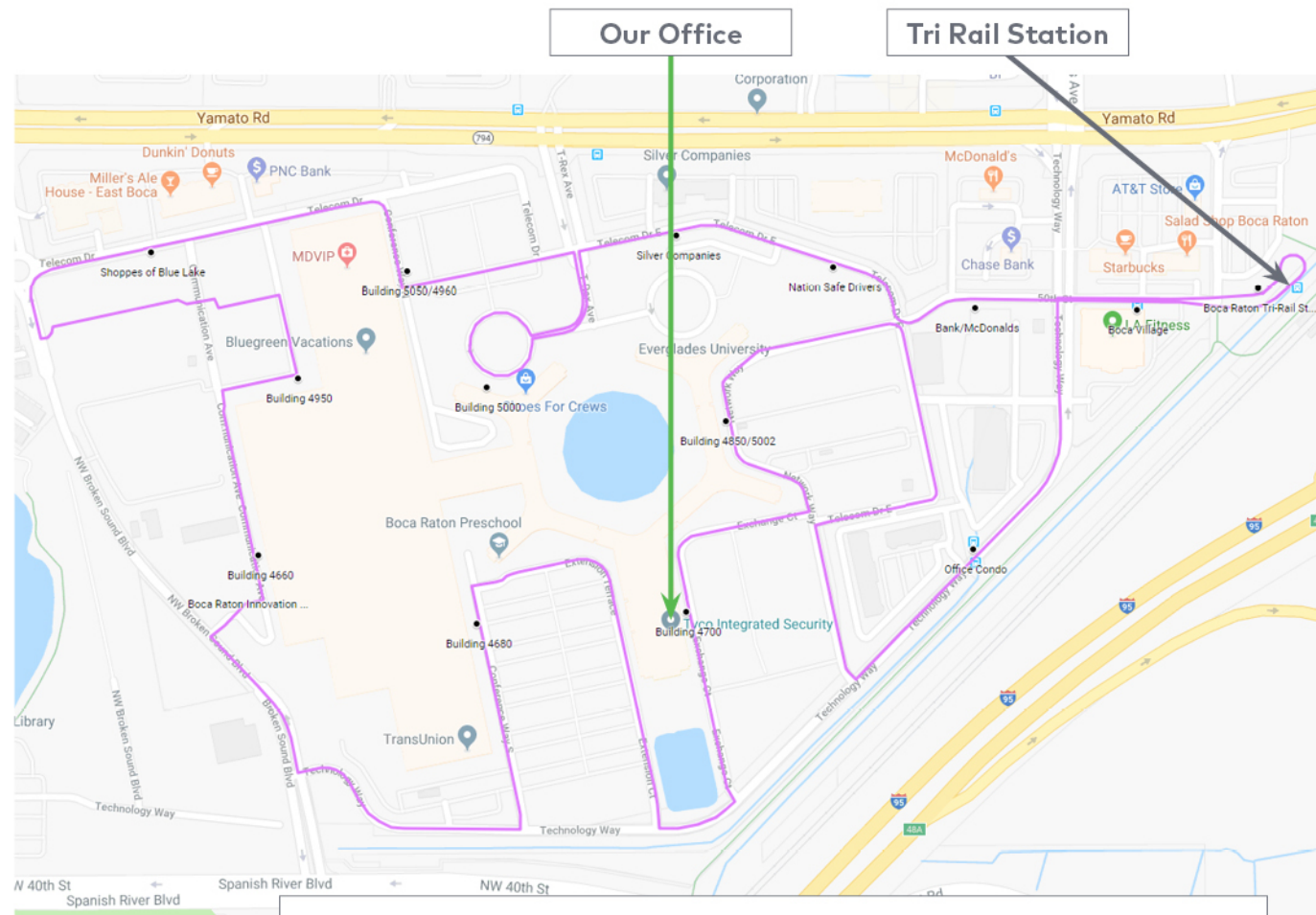


ADD KEY/LIST OF CONFERENCE ROOMS

Transportation & BRIC Shuttle Bus Route

If you're not planning to drive or carpool to the new office, consider public transportation — it comes right to our campus. There's a dedicated shuttle that will pick you up from the train station and drop you off just a few steps away from our building.

The Boca Raton Innovation Campus (BRIC) Shuttle provides service from the Boca Raton Tri-Rail station to the Boca Raton Innovation Campus and surrounding area west of the Tri-Rail station. See more details on pages 30-31.



BRIC Shuttle Bus Route

Days of Operation: Monday - Friday
Hours: 6:30 a.m. – 7:30 p.m.
Cost: Free
Contact: Office Tech Property Management (561) 997-1111
URL: <https://www.myboca.us/483/Boca-Raton-Innovation-Campus-Shuttle-TRE>

Tri Rail Stations Map

Boca Raton Tri-Rail Station

Address: 680 Yamato Rd
 Boca Raton, FL 33431

URL: tri-rail.com

Phone: (800) 874-7245

Tri-Rail and Amtrak to service Miami Intermodal Center (MIC) in 2013.

BRIC Shuttle Bus Schedule – Route B

Bus Departs Station	Map Stop #1 Boca Village	Map Stop #13 Bank/ McDonalds	Map Stop #12 Nation Safe Drivers	Map Stop #11 Silver Companies	Map Stop #10 Building 5000	Map Stop #9 Building 5050/4960	Map Stop #8 Shoppes at Blue Lake	Map Stop #7 Building 4950	Map Stop #6 Building 4660	Map Stop #5 Building 4680	Map Stop #4 Building 4700	Map Stop #3 Bank/ McDonalds	Map Stop #2 Office Condo	Bus Arrives @ Station
7:10 AM	7:11 AM	7:12 AM	7:13 AM	7:14 AM	7:15 AM	7:17 AM	7:18 AM	7:20 AM	7:21 AM	7:23 AM	7:25 AM	7:26 AM	7:28 AM	7:29 AM
7:33 AM	7:34 AM	7:35 AM	7:36 AM	7:37 AM	7:38 AM	7:40 AM	7:41 AM	7:43 AM	7:44 AM	7:46 AM	7:48 AM	7:49 AM	7:51 AM	7:52 AM
7:56 AM	7:57 AM	7:58 AM	7:59 AM	8:00 AM	8:01 AM	8:03 AM	8:04 AM	8:06 AM	8:07 AM	8:09 AM	8:11 AM	8:12 AM	8:14 AM	8:15 AM
8:19 AM	8:20 AM	8:21 AM	8:22 AM	8:23 AM	8:24 AM	8:26 AM	8:27 AM	8:29 AM	8:30 AM	8:32 AM	8:34 AM	8:35 AM	8:37 AM	8:38 AM
8:42 AM	8:43 AM	8:44 AM	8:45 AM	8:46 AM	8:47 AM	8:49 AM	8:50 AM	8:52 AM	8:53 AM	8:55 AM	8:57 AM	8:58 AM	9:00 AM	9:01 AM
9:05 AM	9:06 AM	9:07 AM	9:08 AM	9:09 AM	9:10 AM	9:12 AM	9:13 AM	9:15 AM	9:16 AM	9:18 AM	9:20 AM	9:21 AM	9:23 AM	9:24 AM
9:28 AM	9:29 AM	9:30 AM	9:31 AM	9:32 AM	9:33 AM	9:35 AM	9:36 AM	9:38 AM	9:39 AM	9:41 AM	9:43 AM	9:44 AM	9:46 AM	9:47 AM
9:51 AM	9:52 AM	9:53 AM	9:54 AM	9:55 AM	9:56 AM	9:58 AM	9:59 AM	10:01 AM	10:02 AM	10:04 AM	10:06 AM	10:07 AM	10:09 AM	10:10 AM
10:14 AM	10:15 AM	10:16 AM	10:17 AM	10:18 AM	10:19 AM	10:21 AM	10:22 AM	10:24 AM	10:25 AM	10:27 AM	10:29 AM	10:30 AM	10:32 AM	10:33 AM
10:37 AM	10:38 AM	10:39 AM	10:40 AM	10:41 AM	10:42 AM	10:44 AM	10:45 AM	10:47 AM	10:48 AM	10:50 AM	10:52 AM	10:53 AM	10:55 AM	10:56 AM

Boca Raton Innovation Campus (BRIC) Shuttle – Route B Schedule

For questions or comments, contact **Office Tech Property Management** at **561-997-1111**

BRIC Shuttle Bus Schedule – Route A

Bus Departs Station	Map Stop #2 Office Condo	Map Stop #3 Building 4850/5002	Map Stop #4 Building 4700	Map Stop #5 Building 4680	Map Stop #6 Building 4660	Map Stop #7 Building 4950	Map Stop #8 Shoppes at Blue Lake	Map Stop #9 Building 5050/4960	Map Stop #10 Building 5000	Map Stop #11 Silver Companies	Map Stop #12 Nation Safe Drivers	Map Stop #13 Bank/ McDonalds	Map Stop #1 Boca Village	Bus Arrives @ Station
6:32 AM	6:34 AM	6:35 AM	6:37 AM	6:39 AM	6:40 AM	6:42 AM	6:43 AM	6:45 AM	6:46 AM	6:47 AM	6:48 AM	6:49 AM	6:50 AM	6:51 AM
6:55 AM	6:57 AM	6:58 AM	7:00 AM	7:02 AM	7:03 AM	7:05 AM	7:06 AM	7:08 AM	7:09 AM	7:10 AM	7:11 AM	7:12 AM	7:13 AM	7:14 AM
7:18 AM	7:20 AM	7:21 AM	7:23 AM	7:25 AM	7:26 AM	7:28 AM	7:29 AM	7:31 AM	7:32 AM	7:33 AM	7:34 AM	7:35 AM	7:36 AM	7:37 AM
7:41 AM	7:43 AM	7:44 AM	7:46 AM	7:48 AM	7:49 AM	7:51 AM	7:52 AM	7:54 AM	7:55 AM	7:56 AM	7:57 AM	7:58 AM	7:59 AM	8:00 AM
8:04 AM	8:06 AM	8:07 AM	8:09 AM	8:11 AM	8:12 AM	8:14 AM	8:15 AM	8:17 AM	8:18 AM	8:19 AM	8:20 AM	8:21 AM	8:22 AM	8:23 AM
8:27 AM	8:29 AM	8:30 AM	8:32 AM	8:34 AM	8:35 AM	8:37 AM	8:38 AM	8:40 AM	8:41 AM	8:42 AM	8:43 AM	8:44 AM	8:45 AM	8:46 AM
8:50 AM	8:52 AM	8:53 AM	8:55 AM	8:57 AM	8:58 AM	9:00 AM	9:01 AM	9:03 AM	9:04 AM	9:05 AM	9:06 AM	9:07 AM	9:08 AM	9:09 AM
9:13 AM	9:15 AM	9:16 AM	9:18 AM	9:20 AM	9:21 AM	9:23 AM	9:24 AM	9:26 AM	9:27 AM	9:28 AM	9:29 AM	9:30 AM	9:31 AM	9:32 AM
9:36 AM	9:38 AM	9:39 AM	9:41 AM	9:43 AM	9:44 AM	9:46 AM	9:47 AM	9:49 AM	9:50 AM	9:51 AM	9:52 AM	9:53 AM	9:54 AM	9:55 AM
9:59 AM	10:01 AM	10:02 AM	10:04 AM	10:06 AM	10:07 AM	10:09 AM	10:10 AM	10:12 AM	10:13 AM	10:14 AM	10:15 AM	10:16 AM	10:17 AM	10:18 AM
10:22 AM	10:24 AM	10:25 AM	10:27 AM	10:29 AM	10:30 AM	10:32 AM	10:33 AM	10:35 AM	10:36 AM	10:37 AM	10:38 AM	10:39 AM	10:40 AM	10:41 AM
10:45 AM	10:47 AM	10:48 AM	10:50 AM	10:52 AM	10:53 AM	10:55 AM	10:56 AM	10:58 AM	10:59 AM	11:00 AM	11:01 AM	11:02 AM	11:03 AM	11:04 AM
11:08 AM	11:10 AM	11:11 AM	11:13 AM	11:15 AM	11:16 AM	11:18 AM	11:19 AM	11:21 AM	11:22 AM	11:23 AM	11:24 AM	11:25 AM	11:26 AM	11:27 AM
11:31 AM	11:33 AM	11:34 AM	11:36 AM	11:38 AM	11:39 AM	11:41 AM	11:42 AM	11:44 AM	11:45 AM	11:46 AM	11:47 AM	11:48 AM	11:49 AM	11:50 AM
11:54 AM	11:56 AM	11:57 AM	11:59 AM	12:01 PM	12:02 PM	12:04 PM	12:05 PM	12:07 PM	12:08 PM	12:09 PM	12:10 PM	12:11 PM	12:12 PM	12:13 PM
12:17 PM	12:19 PM	12:20 PM	12:22 PM	12:24 PM	12:25 PM	12:27 PM	12:28 PM	12:30 PM	12:31 PM	12:32 PM	12:33 PM	12:34 PM	12:35 PM	12:36 PM
12:40 PM	12:42 PM	12:43 PM	12:45 PM	12:47 PM	12:48 PM	12:50 PM	12:51 PM	12:53 PM	12:54 PM	12:55 PM	12:56 PM	12:57 PM	12:58 PM	12:59 PM
1:03 PM	1:05 PM	1:06 PM	1:08 PM	1:10 PM	1:11 PM	1:13 PM	1:14 PM	1:16 PM	1:17 PM	1:18 PM	1:19 PM	1:20 PM	1:21 PM	1:22 PM
1:26 PM	1:28 PM	1:29 PM	1:31 PM	1:33 PM	1:34 PM	1:36 PM	1:37 PM	1:39 PM	1:40 PM	1:41 PM	1:42 PM	1:43 PM	1:44 PM	1:45 PM
1:49 PM	1:51 PM	1:52 PM	1:54 PM	1:56 PM	1:57 PM	1:59 PM	2:00 PM	2:02 PM	2:03 PM	2:04 PM	2:05 PM	2:06 PM	2:07 PM	2:08 PM
2:12 PM	2:14 PM	2:15 PM	2:17 PM	2:19 PM	2:20 PM	2:22 PM	2:23 PM	2:25 PM	2:26 PM	2:27 PM	2:28 PM	2:29 PM	2:30 PM	2:31 PM
2:35 PM	2:37 PM	2:38 PM	2:40 PM	2:42 PM	2:43 PM	2:45 PM	2:46 PM	2:48 PM	2:49 PM	2:50 PM	2:51 PM	2:52 PM	2:53 PM	2:54 PM
2:58 PM	3:00 PM	3:01 PM	3:03 PM	3:05 PM	3:06 PM	3:08 PM	3:09 PM	3:11 PM	3:12 PM	3:13 PM	3:14 PM	3:15 PM	3:16 PM	3:17 PM
3:21 PM	3:23 PM	3:24 PM	3:26 PM	3:28 PM	3:29 PM	3:31 PM	3:32 PM	3:34 PM	3:35 PM	3:36 PM	3:37 PM	3:38 PM	3:39 PM	3:40 PM
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4:53 PM	4:55 PM	4:56 PM	4:58 PM	5:00 PM	5:01 PM	5:03 PM	5:04 PM	5:06 PM	5:07 PM	5:08 PM	5:09 PM	5:10 PM	5:11 PM	5:12 PM
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7:34 PM	7:36 PM	7:37 PM	7:39 PM	7:41 PM	7:42 PM	7:44 PM	7:45 PM	7:47 PM	7:48 PM	7:49 PM	7:50 PM	7:51 PM	7:52 PM	7:53 PM

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