

## Welcome

Our most important concern is your safety!  
Below are COVID-19 modifications to Mason Shuttles service until further notice:

**A face covering (or University exemption) is required to ride Mason Shuttles regardless of vaccination status.**

**Mason ID check for all routes and stops. No guest passengers.**

Shuttle capacity is at 90%. Do not sit in a seat that is marked to be unoccupied.

Wash hands or use 60%+ alcohol hand sanitizer after riding.

*As always:*

*Arrive a few minutes early for safe boarding.*

*Only attempt to board your shuttle at the designated stop.*

*Never chase a moving vehicle.*

*Remain seated while onboard a shuttle.*

Some shuttle routes may drop-off passengers, then layover until their scheduled departure time.

### CONTACT INFO

Transportation Office (Mon - Fri, 8:30am-5:00pm)

**Email:** [shuttle@gmu.edu](mailto:shuttle@gmu.edu)

**Website:** [shuttle.gmu.edu](http://shuttle.gmu.edu)

**Phone:** 703.993.2828

Reston Limousine Dispatcher  
(after 5pm/on weekends): 703.478.0911

### HOLIDAY SCHEDULES

*Dates and service levels may vary. Always check [shuttle.gmu.edu](http://shuttle.gmu.edu) for up-to-date information.*

When is Mason Shuttle  
On-Demand available?

Monday-Friday - 7am-11:30pm  
Saturday-Sunday - 8am-11:30pm

Rides must be requested by 10:30pm for  
pick-ups between 10:30 and 11:30pm.

Note: The On-Demand Shuttle serves  
Vienna Metro and West Campus Mon-Fri from  
7:30pm - 11:30pm only and during all regular  
service hours on weekends.

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How does Mason Shuttle On-Demand work?

\*Download the Transloc app.

\*Click on View On-Demand Services and  
choose Mason Shuttles On-Demand.

\*Create your account using your Mason email  
address

\*Enter a textable phone number; it's how the  
app will contact you if needed.

\*On the app, select from a range of pick-up  
and drop-off locations to request your ride.

\*The app will provide an estimated pick-up  
time and it will adjust the time if conditions  
change.

\*You must show your Mason ID when  
boarding.



FALL SEMESTER 2021

## MASON SHUTTLE

## ON-DEMAND

### DAILY

**REVISED - CHANGE IN SERVICE HOURS  
AND SERVICE TO VIENNA METRO AND  
WEST CAMPUS.**

Mason Shuttle On-Demand is a shared ride service with designated pick-up and drop-off locations on the Fairfax campus and at nearby locations off-campus. Does not serve the Arlington or SciTech campus. Download the TransLoc app for details, including drop-off and pick-up locations.



@Mason Shuttles



MasonParkingTransportation



All shuttles are WiFi enabled



**Effective date 8/20/2021**  
Revised 9/27/2021  
Change in service hours and  
service to Vienna Metro and  
West Campus.



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### Tips for Using Mason Shuttle On-Demand

- \* Mason Shuttle On-Demand is a shared ride service so you may be sharing the ride with others who are going to your stop or nearby stops.
- \* The pick-up and drop-off stops available for the On-Demand Shuttle are in the Transloc app and on the On-Demand website.
- \* When you request the shuttle, you will be put into a queue to be picked up; the length of the wait for your pick-up is dependent on the demand for the shuttle at the time. Allow at least 30 minutes for shuttle; actual wait times may vary based on the number of rides requested.
- \* You may experience a delay in receiving a pick-up notification during high volume times as the TransLoc app algorithm assesses which vehicle can pick you up.
- \* You must be at the stop when the shuttle arrives; they can't wait for you.
- \* When you see the On-Demand Shuttle, be sure to signal to the driver that you are being picked up.
- \* The Shuttle On-Demand cannot be scheduled in advance.
- \* There are multiple shuttles on the On-Demand route.
- \* It is recommended that you not cancel the shuttle and then immediately rebook it; this just puts you further down the list for pick-up.
- \* Be sure to swipe left to request service - Green for weekdays, Brown for weekends, Blue for 7:30pm or later.