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
Website: 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 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.

How does Mason Shuttle On-Demand work?

*Download the Transloc Microtransit 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.

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 for most of the day.

* 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.