

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 on board 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

For questions on your On-Demand pick-up, please use the Reston Dispatch number below.

Reston Limousine Dispatcher
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?

Saturday-Sunday - Noon -11pm
No Weekday Service

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

One bus on the route.

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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.

MASON SHUTTLES

SPRING SEMESTER 2022

MASON SHUTTLE

ON-DEMAND

Weekends Only

No Weekday Service

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.



@MasonShuttles



MasonParkingTransportation



All shuttles are WiFi enabled



Effective date 1/22/2022



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On-Demand available?

Saturday-Sunday - Noon -11pm
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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.
- * For Spring 2022, there is one bus on the route and stops have been changed to be more local to campus.
- *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.
- * 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 - Brown for weekends.