

Parking and Transportation COVID-19 Related FAQ

No matter your mode choice, please follow CDC guidelines on using transportation.

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html>

A. Bikes

- a. **Will the Patriot Bikes at the AFC/RAC be available for checkout?**
No, the program continues to be temporarily suspended due to COVID-19.
- b. **Will there be an abandoned bike sale in the fall of 2021?**
An assessment will be made this summer as to whether the sale can be held.
- c. **Will there be Bike to Mason Days?**
Bike to Mason will be held virtually this spring. Details, when available, will be posted on <http://bike.gmu.edu>.

B. Commuter Choice

- a. **Will Commuter Choice still require at least 8 trips per month given that many of us will have limited interaction on campus?**
No. However, one should only request the amount required for the trips they actually need to commute to and from work. Employees may be required to submit travel logs upon request.

C. COVID-19 Cleaning

- a. **How is Parking and Transportation responding to COVID-19 with respect to cleaning schedules?**

Service	Cleaning Schedule
Mason Shuttles	Shuttles will be cleaned on a daily basis with electrostatic disinfectant units. High touch areas on the shuttles will be cleaned multiple times per day.
Parking Decks	Surfaces of all customer facing parking equipment will be cleaned multiple times per day - e.g. pay machines, access device readers, ticket holders
Patriot Lift	At the beginning of the day, each golf cart will be sanitized in all high touch areas. High touch areas will be sanitized on the vehicle between passenger rides.
Scooters	Per the cleaning regulations as set by each vendor.

D. CUE Bus

- a. **Will the CUE bus be running?**

Yes, to date the CUE bus has not reduced service due to COVID-19 and will be running its regular schedule. For details on the CUE bus response to COVID-19, please see <http://www.cuebus.org>

E. Mason Shuttles-shuttle.gmu.edu

For a short video on changes to Mason Shuttles due to COVID-19, please visit https://youtu.be/e-BCOp2_w1Q

a. **What routes will be running in Spring 2021? What ones are not?**

Only Gunston Mason and Fairfax/SciTech routes are running until further notice.

Mason Shuttles is piloting an On-Demand shuttle for Spring 2021 on and around the Fairfax Campus.

Details on both fixed routes and Mason Shuttle On-Demand are available at <http://shuttle.gmu.edu>

b. **Why are some routes not running?**

Unfortunately, due to COVID-19, there was a need to reallocate funds to address reduced shuttle capacity for social distancing needs. Additionally, with many classes being held virtually, there are fewer students, faculty, and staff on campus, hence we needed to adjust the routes and schedules. As a result, only Gunston Mason, Fairfax/SciTech, and the Pilot On-Demand shuttle are running this Spring. Because we are not selling West Campus permits this year, we will not be running the West Campus shuttle.

c. **What is the capacity on shuttle buses?**

Reston Limousine is modifying the shuttle buses with partitions between seats which will allow us to run buses at 50% capacity. This means a Coach bus can seat about 26-27 people.

Route	Shuttle Size	Adjusted Capacity
Fairfax/SciTech	Coach	25
Gunston Mason	Transit	16

Please plan a significant amount of extra time for your commute.

d. **Are masks/face coverings required?**

Yes, masks or face coverings are required both on Mason Shuttles and while at shuttle stops unless you have a University approved exception.

e. **Have boarding procedures changed?**

Yes. As you are boarding, move to the back of the bus and use these seats first. If you know you will be getting off the bus at an early stop on the route, please

board last. This process will reduce the number of times passengers have to pass each other on the shuttle.

f. Can my sibling, friend, parent ride Mason Shuttles?

No, unfortunately due to COVID-19 related modifications, each seat on the shuttle must be reserved only for Mason students, faculty, and staff.

g. Will Mason IDs be checked?

Yes, you must have your Mason ID with you to ride the shuttle. IDs will be checked on all routes and at all stops. No exceptions. Our safety as a community is in each other's hands.

F. Parking

a. Will parking permits be required to park on campus?

1. Yes. You will need to have a valid Mason parking permit. This includes the option of purchasing a daily permit, using hourly visitor parking in the garages or parking in a time driven parking space (e.g. 30-minute).

b. When do spring parking permits go on sale?

Parking permits went on sale for Spring 2021 on January 15.

c. Will there be new options to reflect the fact that students, faculty, and staff may not be coming to campus as often?

Yes.

There are daily, weekly, and monthly options available – many of them printable permits. For details, please visit <http://parking.gmu.edu>.

d. Even though West Campus permits are not being sold, can I still park there?

Yes, but you must have a permit as the lot will be enforced. Any Mason permit will work in the West Campus Lot. Please check for signs limiting parking on specific dates in the West Campus parking lot as there may be activities planned in this space.

e. Will the parking services offices be staffed for in-person transactions?

Yes-by appointment only

f. How do I make an appointment to come to Parking Services?

Fairfax - call (703) 993-2710

Arlington - call (703) 993-8146

SciTech - call (703) 582-4698

g. What changes have been made to Parking Services' process for social distancing purposes?

The (5 Day) Early Bird Discount will now be a (5 Day) Early Bird *Rebate*. If a student pays off a citation in full within (5) calendar days of citation issuance, then they may email

Parking Services (parking@gmu.edu) to request that they receive an early payment rebate.

Checks postmarked within (5) business days of citation issuance are also eligible for an early payment rebate. Appealed citations are not eligible for the early permit rebate.

h. Where can I use ParkMobile to pay for parking at Mason?

Rappahannock Deck visitor area, Field House parking lots, Lot K and in the Occoquan, Discovery, and Tower parking lots at the SciTech campus.

i. I'm a faculty/staff member who will no longer need my annual permit as I won't be coming into the office as frequently. What do I need to do?

We understand that parking needs may have changed. If you would like to turn in your parking permit, please mail it to:

George Mason University
Parking and Transportation
4400 University Drive, Mailstop 1G4
Fairfax, VA 22030

You can return to an annual permit via payroll deduction whenever you choose.

You will be charged for every pay period in which you physically hold the permit. Payroll deduction will stop after the pay period in which Parking Services receives your permit.

j. Are there any free parking options available?

Parking Services offers complimentary, 30-minute parking at Merten Hall, the Finley Building, Buchanan Hall, in the visitor sections of the Mason Pond Parking Deck (FFX), Shenandoah Parking Deck (FFX) & the Van Metre Hall Parking Garage (ARL) and other locations marked as Short-term Parking on the [Fairfax Parking Map ParkingMapFX.pdf \(gmu.edu\)](#). All other parking spaces require a valid Mason parking permit or payment.

You can use Mason Shuttles and park for free at the Burke VRE train station (Shuttle On Demand Service only) and the Manassas Mall. For a shuttle schedule, please visit <http://shuttle.gmu.edu>. Please note that a mask or face covering is required on the shuttle, shuttle capacities have been reduced, and a Mason ID is required. Please allow extra time for your trip.

k. Why can I only have one car associated with my printable parking permit?

Due to COVID-19, Parking and Transportation is not issuing hangtags. Instead the permits are printable and include your vehicle's license plate number. As a result, the printable permit is not transferable between vehicles. If your car is temporarily unavailable (e.g. it is in the shop), you can call Parking Services to arrange a short-term parking permit for the alternate vehicle. For campus Parking Services' office phone numbers, please visit <https://transportation.gmu.edu/parking-services/> and scroll to the bottom.

G. Patriot Lift

a. Is Patriot Lift available?

Yes, for those Mason students, faculty, and staff who have mobility issues and need assistance getting around, Patriot Lift is available. In response to COVID-19, there will be some modifications:

1. Service hours are 8:30am-5pm Monday-Friday (first pickup at 8:45am and last pickup at 4:45pm)
2. There are no pickups at Masonvale or the West Campus (we will pick up at the Field House because the West Campus shuttle is not running for Fall 2020).
3. Masks or face coverings are required unless the passenger has a University authorized exception.
4. One passenger per ride unless there is an approved aide present.
5. Passenger must ride in the back seat on the side opposite the driver or as instructed by the driver for social distancing purposes.
6. Seat belts are required for the duration of the ride.
7. Details are available at <http://transportation.gmu.edu/patriot-lift>

H. Scooters

a. What is the status of the scooter pilot at Mason?

The scooter pilot in both the City of Fairfax and on Mason's Fairfax campus has been extended to 12/31/2021. Please note:

1. Scooters must only be used in the pilot area – Mason's Fairfax campus and the City of Fairfax.
2. University Mall is not part of the pilot area. There is a scooter corral in the parking space of Lot K that is closest to the Mall. Please leave your scooter there.
3. Please familiarize yourself with the safety protocols of each scooter vendor as well as their protocols associated with COVID-19.
4. Details on the scooter pilot, including links to participating vendors, are available at <http://transportation.gmu.edu/shared-mobility>

b. What vendors are on campus?

Please check <http://transportation.gmu.edu/shared-mobility> for the current pilot participants.

I. Vienna Metro

a. Where can I obtain information on Metro's schedule?

Please see <https://www.wmata.com/service/covid19/covid-operating-status.cfm>

b. What is Metro doing in response to COVID-19?

Please see <https://www.wmata.com/service/covid19/>

c. Is there a way I can obtain regular updates on Metro?

Please see:

1. Sign up for station Alerts - <https://www.metroalerts.info/Login.aspx>
2. Vienna Stop Information - <https://www.wmata.com/rider-guide/stations/vienna.cfm>
3. Sign up for news releases - <https://www.wmata.com/about/news/subscribe.cfm>

Don't see your question answered here?

Please contact Parking and Transportation at transpo@gmu.edu.

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