Shuttle Rider Guide

Rider Guide

- Chapman ID Required or must be guest of a Chapman ID holder.
- Seat belts must be worn by all seated occupants. No standing unless instructed by the driver. Max standing capacity is 9. Standing passengers must hold to the grab bar or strap while shuttle is in motion. Driver will stop if passengers are not adhering to safety regulations.

- The use of cell phones and listening devices must be used in a way as to not disturb other passengers.
- The use of tobacco in any form is prohibited in the shuttles.
- The possession of alcoholic beverages, firearms, or illegal drugs is prohibited inside the shuttles.
- Cleats may not be worn in shuttles.

- Food and/or beverages, other than water, may not be consumed inside the shuttles. Food and beverages must be in sealed containers if brought onto the shuttle.
- Trash, debris and personal belongings are to be removed at the conclusion of each ride.
- Only service animals are permitted in the shuttle.
- The shuttle will only drop off or pick up passengers at designated stops. Loading or unloading in non-designated stops must be approved by a supervisor. Picking up or dropping off in the street is strictly prohibited.

- Shopping shuttle passengers are limited to what they can carry on-board in one trip. Bags must be able to be secured under the seat or on your lap.

Questions or comments?
You can contact Parking and Transportation Services by:

- Texting CHAPMAN plus the bus number to 72727. Example, Shuttle #01 would be CHAPMAN01.
- E-mailing: parking@chapman.edu.

Thanks for riding and have a great day!
Frequently Received Comments/Questions

- **The shuttle left early from the time listed on the schedule.**
  A shuttle will only depart a stop early if it is full. The driver does not make the passengers wait until the departure time if the shuttle is at capacity. Check the app for the next shuttle arrival time.

- **The shuttle drives right by Knott Studios where I have class, why is that not a stop?**
  The shuttle stops there on request; just let the driver know when you board.

- **Why can’t the shuttle take a shorter route to campus?**
  The shuttle is a commercial vehicle and cannot travel on streets that restrict a vehicle this size and weight. It provides limited direct options to and from Chapman Grand and Panther Village. The route, approved by the City of Orange, is designed to lessen impact on local neighbors, avoid stadium traffic and provide flexibility in providing service to both residences with one shuttle to expand service during evening hours.

- **The shuttle drove away as I was running to catch it.**
  A driver is not allowed to stop on a street to load or unload passengers. Once the driver has departed the stop or left the Schmid Gate area, you must wait for the next shuttle to arrive. The driver would lose their license for loading in the street. Also, the driver may not see you so for safety reasons, please do not walk behind, in front of a shuttle nor run alongside the shuttles.

- **I have a commuter permit; can I still use the shuttles to get to and from campus?**
  Yes, students who opt for a commuter permits and commuter parking privileges are still able to use the shuttles to get to and from campus.

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**Shuttle Route Map**

Get the shuttle tracking app—Passio GO! Available for Android and iOS phones. This app will show you where the shuttle is currently located on the route as well as the estimated arrival times. When you click on your shuttle stop or one of the shuttle icons, there will be a link to the **Official Schedule** which will show all of the scheduled departure times for that stop or you can click on the clock to get the same schedule information. **Any changes in service will be listed under Messages.**

**Operating Schedule:**

- **Chapman Grand**:
  - **Monday – Friday**: 7:30 am—First Departure fm. Chapman Grand
  - 12:05 am—Last Departure fm. Schmid Gate

- **Panther Village**:
  - **Monday – Friday**: 7:30 am—First Departure fm. Panther Village
  - 11:50 pm—Last Departure fm. Schmid Gate

- **Parking Lot**:
  - **Monday – Friday**: 7:00 am—First Departure West Palm Lot
  - 6:10 pm Last Drop at Train Depot

**Route:**

- **Chapman Grand**: Chapman Grand, Schmid Gate on a continuous Loop
- **Panther Village**: Panther Village, Schmid Gate on a continuous Loop
- **Parking Lot**: West Palm Industrial, West Campus Structure, Train Depot and Schmid Gate on a continuous loop. Cypress Lot by request, advise when boarding shuttle

**Weekend shopping shuttle**: 9:00 AM first departure fm. Chapman Grand 8:50 pm last Departure fm. Schmid Gate

*After 8PM weekdays and all day weekends, service is combined with the CG/PV shuttles servicing both residence complexes. Just alert the driver to your stop. On weekends, the Shopping shuttle stops at the Shopping Center at Main and Chapman on request. Driver will confirm pick-up instructions. Advise driver when boarding.*