**Frequently Asked Questions on MCC’s Shuttle Service**

**Why is MCC offering shuttle service**?

*Monroe Community College and the MCC Association have teamed up to provide free shuttle services during the fall and spring semesters on weekdays to make it convenient for students, faculty and staff to get back and forth between the Damon City and Brighton campuses.*

**Am I required to have an MCC ID to ride the shuttle?**

*Yes. You must be a current student, staff or faculty member with a valid MCC ID to board the bus. You will be asked to swipe your ID card in a card reader that will verify your eligibility to ride. For your ID to be valid, you must be currently registered in a class or actively employed. A student’s ID does not become valid in the shuttle’s system until the following business day after registering in a class. No exceptions will be made.*

**If I do not have my ID, is there an alternative to prove I am an MCC student?**

*No. All passengers must show (swipe) a valid MCC ID to board the bus. No exceptions will be made.*

**What is the bus schedule?**

*Buses run Monday to Friday starting at 7:30 a.m. and every half-hour thereafter. After 2:30 p.m., only one shuttle bus makes one-hour rounds. The last bus will leave from Brighton at 9:30 p.m. and from DCC at 9 p.m. The schedule can be accessed via the Web at* [*www.monroecc.edu/go/shuttle*](http://www.monroecc.edu/go/shuttle) *or found in the Campus Centers at both Damon City Campus and the Brighton Campus. We recommend that you check the website frequently in case any of the scheduled times need to be changed without notice.*

**How long is the commute?**

*The traveling time is approximately 20 minutes from the time of departure, but please allow yourself extra time to get to your destination. Remember, there may be traffic and other unforeseen delays. For example, if you have a 10 a.m. class at Damon, it may be better to catch the bus at Brighton at 9 a.m. rather than 9:30. This will allow you ample time to get to your class without any worries.*

**What is the route? Are there any alternative routes?**

*Various routes have been planned so that if construction areas or other issues delay scheduledarrivals, routes can be adjusted. This is at the discretion of the bus driver.*

**Will the bus ever be late?**

*We will do our best to adhere to the scheduled departure and arrival times, but unforeseen occurrences may happen so riders need to plan accordingly. Shuttles may experience high demand at peak times of the day, and some riders may have to board the next bus.*

**If the bus happens to break down or is delayed, how will I get to my class on time?**

*Please allow yourself sufficient time to get to your destination when taking the shuttle. In the event that the bus experiences mechanical problems or other unexpected delays, either a replacement bus will be called or other actions may be taken to get passengers to their final destination.*

**How many passengers can the bus accommodate?**

*Each bus can seat up to 38 passengers and accommodate 15 standing passengers. Two sets of seats in the back of the bus can be folded to allow for two wheelchairs.*

**How many shuttle vehicles will be in service?**

*Two shuttle buses will be in service from 7:30 a.m. until 2:30 p.m., and then one bus will continue through the rest of the day’s schedule.*

**Is there a fee to ride the shuttle? If I have someone with me, can he or she ride the shuttle for a fee?**

*The shuttle service is free of charge to current MCC students and employees with a valid MCC ID. There are no payment transactions on the shuttle. All riders are required to have a valid MCC ID.*

**What about a shuttle from Brighton to the Applied Technologies Center for those of us who have classes at both locations?**

*At this time, the shuttle operates only between the Brighton Campus and Damon City Campus.*

**Can I bring my bicycle on board?**

*The shuttle bus is equipped with a bike rack outside on the front of the bus. It can accomodate two bicycles.*

**What happens if I accidentally leave my belongings behind on the shuttle?**

*If you forget or lose your belongings on the bus, you may report the incident to the MCC Public Safety Department at 292-2912 and identify which shuttle you were on (buses are numbered). An officer will attempt to contact the driver immediately. Any unclaimed items will be handed over to Public Safety at the end of the day, and owners may retrieve them in Lost & Found the next business day. To contact Lost & Found, call 292-2901 for the Brighton office or 262-1672 for the DCC office.*

**What happens if there is an emergency aboard the bus?**

*MCC and the shuttle bus company have an emergency plan in place. In the event of an emergency, please remain calm, keep yourself safe and assist others if capable. If the driver is incapacitated, call 911 and report the emergency.*

**How do I report an incident or to make a complaint regarding inappropriate behavior?**

*Call (585) 292-2912 and an MCC officer will take a report. To report service or safety concerns, you may contact Public Safety at 292-7120 or to the Campus Center at 292-2534.*