

Biola University Bus Rider Policy

The Biola Shuttle is a service of Biola University's Auxiliary Services Department. Our departmental mission statement reads:

"In support of Biola University's educational mission and financial goals, the Department of Auxiliary Services will provide quality products and services with integrity, honesty and professionalism. We are committed to Christ-like care and respect for each person."

The Shuttle Program serves Biola University's educational mission and financial goals by offering free regular trips to local off-campus shopping and entertainment venues for all Biola students, faculty and staff: thereby reducing the need of car ownership with its attendant financial burdens for its on-campus residents and providing a more environmentally friendly community transportation alternative to single-rider car trips.

Requirements to Ride the Shuttle

The Biola Shuttle program mission is to serve the Biola community. Only current Biola students, faculty and staff may ride the Biola shuttle. **A valid ID card for each rider must be presented to the bus driver upon boarding the shuttle.**

The Biola shuttle does not exist to compete with or replace city or county transit services. As such, the shuttle must not accept guests of the Biola community.

Courtesy Expectations and Common Sense Rules

In order to ensure a safe and comfortable experience for all of our riders, we ask you to exercise common courtesy and common sense safety practices while on the shuttle. The bus driver is ultimately responsible for the safe operation of the shuttle, and is empowered to ensure riders treat others with respect and do not endanger the bus's safe operation. Failure to comply with these policies may result in removal from the shuttle.

Ensuring Safe Operation

- Do not attempt to use the bus to transport anything larger than what can fit under the seat or on your lap.
- Do not distract the driver. Do not attempt to talk to the driver while the bus is running, make loud noises, or move between seats while the bus is in motion.
- If you're sitting down, fasten your seatbelt. If you're standing up, hold onto the seat back handles or the overhead bar.
- Bus riders shouldn't take up more than one seat. Hold packages in your lap or place them under your seat. No one should have to stand if there is an available seat.
- Bus riders must comply with the Biola Community Standards.
- Use ear buds or headphones when listening to music.

Courtesy Expectations

- Make room for passengers with disabilities.
- If it is crowded, move to the rear of the bus to stand to allow others to enter and exit the bus more easily.
- Please show consideration for others. If there is an available seat near you, offer it to those who are standing.
- Riders must wear shoes and shirts.
- Pick up your trash when you exit the bus.
- Let the driver know right away if you're not feeling well.
- Do not carry open food or beverage containers on the bus.
- Do not damage the bus interior.

Missed the Last Shuttle Bus

Biola Shuttle riders are advised to be aware of the times for the final pick-up stops each day. Final stop times are different for each stop location. No Biola transportation will be available riders who have missed the last Shuttle bus at their location. Riders who miss the final bus' stop at their location are responsible for arranging their own transportation back to campus. Riders who miss the final pick-up can call a local taxi company for a ride at their own expense.

Emergency Service Interruption

If the Biola Shuttle service is stopped unexpectedly after starting for the day and you are stranded, please arrange your own transportation back to campus. If you use a taxi service, please keep your receipt, and Biola will reimburse you for the ride back to campus. Each person will need to contact Jonathan Rowley, Residential Facilities, x5811, for procedures to submit their receipt for reimbursement.