

# CAMBUS RIDER GUIDE ON-DEMAND SHUTTLE

CAMBUS services are no-fare, open to the general public and accessible to persons with disabilities.

319-335-8633  
cambus-transit@uiowa.edu  
transportation.uiowa.edu



## ACCESSIBILITY

All CAMBUS vehicles and services are accessible to persons with disabilities. Buses are equipped with ramps and mobility device securement stations.

## REQUESTING ASSISTANCE

Operators are available to provide assistance to riders including:

- Kneeling the bus for easier boarding
- Deploying the ramp for easier boarding or to board a mobility device
- Providing directions and system information
- Answering questions about CAMBUS service
- Requesting a priority seat for a rider

Drivers anticipate when assistance may be needed. Sometimes the need for assistance is not always apparent to the driver. If you need assistance, please make a request to the driver.

## BIONIC BUS

For persons with a qualifying disability, CAMBUS also operates Bionic Bus, an ADA paratransit service.

319-335-7595  
bionic-bus@uiowa.edu  
transportation.uiowa.edu/bionic-bus

## ABOUT ON-DEMAND SERVICES

Cambus On-Demand Shuttle services provide rides upon passenger request within limited service areas. The Cambus On-Demand Shuttle is intended to fill gaps in fixed route service schedules. Rides are provided to and from designated Cambus stops. On-Demand services are no fare, open to the public, and accessible to persons with disabilities.

## YOUR FEEDBACK IS IMPORTANT

We value your comments and suggestions. CAMBUS strives to provide safe and reliable service for the university community. If you have feedback on our policies or services, please contact us.

**UI Parking and Transportation**  
West Campus Transportation Center  
840 Evashevski Drive  
Iowa City, IA 52242

**CAMBUS**  
319-335-8633  
cambus-transit@uiowa.edu  
transportation.uiowa.edu/cambus

**Parking**  
319-335-1475  
parking-office@uiowa.edu  
transportation.uiowa.edu

## HOW TO RIDE

### SCHEDULING A RIDE

Riders may request a ride for On-Demand services in multiple ways:

1. Use the CAMBUS Now mobile app
2. Call Cambus dispatch at (319) 335-8633\*
3. Board the shuttle at its staging location and request a ride directly to the driver

To request a ride, riders must have a free user account in CAMBUS Now for on-demand services. Riders can set up their own account in the app, or Cambus staff can create an account for a rider at the time a ride is requested.

If scheduling through dispatch, note the dispatcher's name for future reference in case of issues with your ride.

\*On weekday mornings prior to 7 a.m., the dispatcher can be reached at the maintenance facility at (319) 335-5208

### LEAVE-AT OR ARRIVE-BY

Riders may schedule rides to leave their pick-up location at a specific time ("leave-at") or to arrive at their destination by a certain time ("arrive-by"). The arrive-by option is better for reaching a destination on time for work, class, or appointments.

### LEAVE ASAP

Rides can be scheduled as "Leave ASAP." This will find the next available ride.

### PICK-UP WINDOWS

Once a ride is confirmed, a 10-minute pick-up window is provided. The vehicle will arrive within that 10-minute pick-up window. When a vehicle arrives, riders should promptly board the vehicle. Drivers will wait up to 5 minutes for a rider. If a rider does not board within 5 minutes, the driver may leave for other rides. To keep rides on time and services efficient, please be ready to board when the vehicle arrives.

Riders can receive alerts about the status of their ride and view a live map of the vehicle as it approaches the pick-up location. Riders are encouraged to use the app or SMS text messages to stay informed of their ride status.

### SHARED RIDES

On-Demand is a public shared ride service. Your ride may include other riders boarding at the same location or being picked up and dropped off on the way to your destination.

### CANCELLATIONS

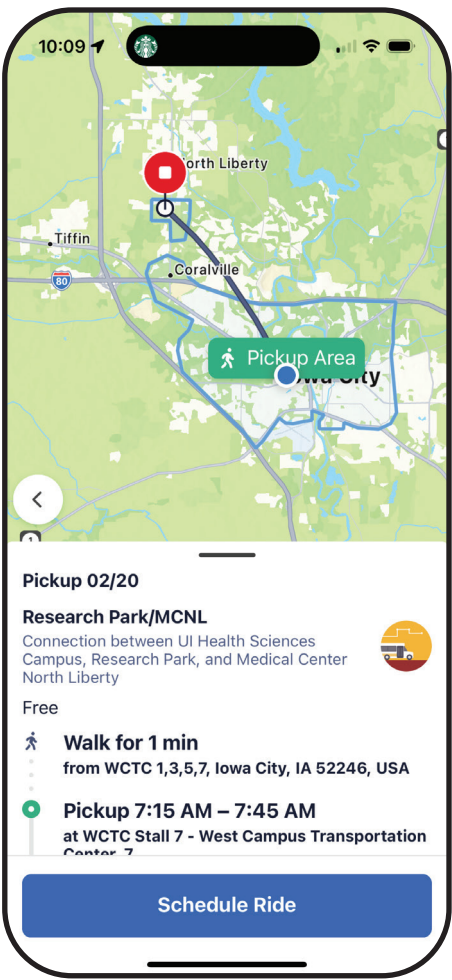
Riders should cancel any scheduled rides as soon as they know they do not need it. This opens up the schedule for other riders to book trips and allows us to serve as many people as possible. To cancel a trip, either call the dispatcher or use the CAMBUS Now app.

## GET THE CAMBUS NOW APP

Use the CAMBUS Now app to book rides, manage preferences, and get updates about your trip.

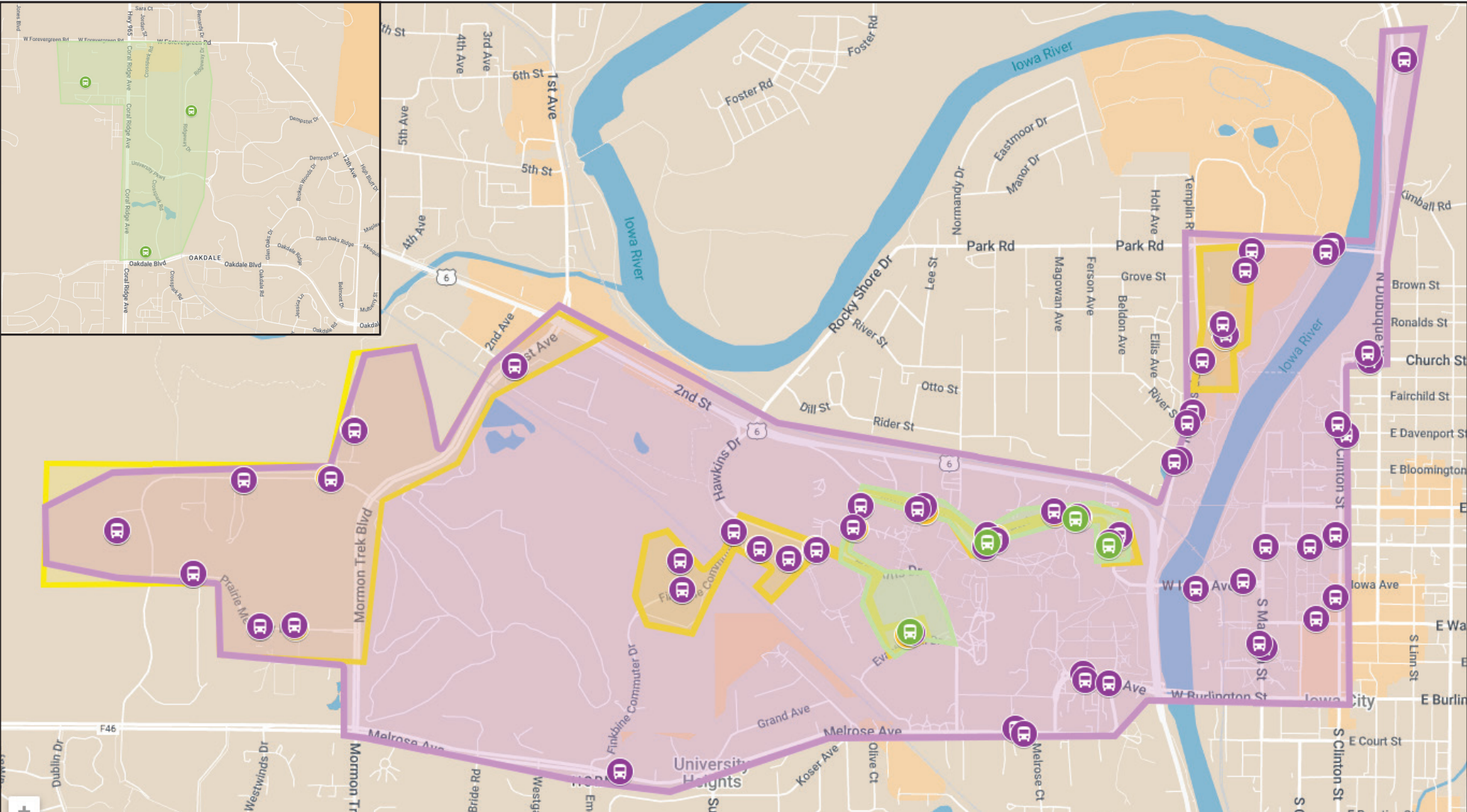


Scan the code to download.





# ON-DEMAND SHUTTLE SERVICE ZONES



## MAP KEY

- Commuter zone (yellow):**  
Serves existing CAMBUS stops at Lots 85 (Hawkeye Commuter), 65 (Finkbine), 75 (Arena), 55 (Hancher), Aspire, Health Sciences Campus and the West Campus Transportation Center.
- Main Campus zone (purple):**  
Serves existing CAMBUS stops at commuter parking lots, west campus, and main campus during break periods.
- Research Park/ Medical Center North Liberty (green):**  
Serves limited CAMBUS stops on Newton Road and at the Research Park campus. Research Park pick-up and drop-off stops are BioVenture Center, Hospital Shared Services Building (HSSB) and Medical Center North Liberty (MCNL).

## VIEW INTERACTIVE SERVICE ZONES MAP



## SERVICE ZONE DETAILS

ZONE	COMMUTER	MAIN CAMPUS	RESEARCH PARK / MCNL
SERVICE DAYS AND HOURS	Year-round weekdays 8:45 p.m. - 12:30 a.m.	Break and summer weeknights 8:45 p.m. - 12:30 a.m.  Summer weekends 11:30 a.m. - 6:30 p.m.	Year-round weekdays 6 a.m. - 6 p.m.
MIN. BOOKING NOTICE	None Leave ASAP available	None Leave ASAP available	None Leave ASAP available
MAX. BOOKING NOTICE	Day of requested pick-up time	Day of requested pick-up time	Up to 3 days in advance
BUS STAGING LOCATION	WCTC, stall 3	WCTC, stall 3	WCTC, stall 7

On-Demand services do not operate on university holidays.



View the CAMBUS  
Now app user guide



View more information  
about on-demand services

[transportation.uiowa.edu/on-demand](https://transportation.uiowa.edu/on-demand)