

PARK AND RIDE FAQ's

QUESTION	ANSWER
When will the shuttle service commence?	The service will commence in the OFF PEAK service timetable from Monday 3 July It will change to the PEAK timetable from 24 July.
What time does the shuttle start in the morning?	PEAK: The first shuttle leaves NeW Space and the Design Bus Stop at 07:15am Monday – Friday OFF-PEAK: The first shuttle leaves Design bus Stop at 07:15am and NeW Space at 07:45am Monday – Friday
What time does the shuttle end of an evening?	PEAK: The last shuttle leaves NeW Space and Design Bus Stop at 10:15pm Monday-Friday OFF-PEAK: The last shuttle leaves Design Bus Stop at 9:15pm and NeW Space at 9:45pm Monday – Friday
What is PEAK?	The service will be operational from Monday - Friday in both peak and off peak times. Peak times are times in which the university has allocated as teaching periods and includes exam periods.
What is OFF PEAK?	Off peak times are those dates where there is a break from teaching.
How much does it cost to use the shuttle Service?	The shuttle service is free to all UON Student and Staff.
How many seats are on the bus?	Each shuttle can hold a maximum of 44 people.
What happens if the bus is full at the time that I want to catch it?	Please allow a suitable time for you to catch the bus and get ready for your class in NeW Space. If the bus is full at the time you wish to use it you will have to wait until the next scheduled services or catch the public transport buses. Route 100 connects Callaghan Campus with NeW Space via Mayfield every 30 minutes on weekdays, with increased services during peak hours. Travel time is approximately 25 minutes. Route 226 connects Callaghan Campus with NeW Space every 30 minutes on weekdays, with increased services during peak hours. Travel time is approximately 25 minutes. You will need to have an OPAL card to catch any public bus in Newcastle.
Do I need a ticket to use the shuttle bus?	No you don't need a ticket but you will need your student or staff ID card. You need to tap onto the bus using your UON student or staff card. There is a card reader located near the driver at the front of the bus.

Will the bus stop between Callaghan and NeW Space	No, there are no pick up and drop off stops between the two campuses.
Where does the shuttle go	The shuttle goes between Callaghan Campus and NeW Space.
Where can I get on the shuttle	The UON Park and Ride Shuttle picks up and drops off from the Design Bus Stop and Car Park 14 on the Callaghan Campus, and on the corner of Hunter and Auckland street in the CBD.
Is there Wi-Fi on the shuttle	Yes, there is a limited Wi-Fi network run through the shuttle operators. This is not a UON Wi-Fi network.
What is DoubleMap	Double Map is a mobile app that allows you to see where the shuttle is currently using GPS tracking. DoubleMap can be accessed using the NeW Space app.
Where do I park my car for Park and Ride	There are two park and ride areas on the Callaghan Campus. One is at Car Park 2b, with approx. 120 bays, the other is in Car Park 14 with approx. 215 bays.
Do I still need to pay for parking?	Yes, parking in the park and ride requires a valid paid ticket to be displayed. Valid paid tickets include Student permits, daily tickets, staff permits, reserved permits etc.
Is there ticket machine in the Park and Ride allocated car parks?	There is a ticket machine in car park 2 but there is no ticket machine in car park 14.
Can I access the shuttle if I'm in a wheelchair	Yes, all shuttles are wheelchair accessible.
I am resident living on campus, can I use the shuttle service?	Yes you can. Just make sure you use your student ID when boarding the shuttle.
How many car parks are now in car park 14 for residents?	There is still over 170 car parks that can be used when displaying a Resident Parking Permit. Car parks 11, 15 and 18 are residential only parking areas.
Can I get a refund of my resident car park permit?	If you park a car on campus you will need to display a valid parking permit. There are still a number of resident only car parks where you can use your permit. Speak to UON Student Living if you want to discuss your needs further.