

Attention All Students, Faculty and Staff:

Beginning Monday, February 4, 2008, The UTHSC-H Shuttle Service will change its shuttle routes and schedules. These changes will be made in an effort to improve the speed, service and ease of use for all users of the shuttles. Below is a breakdown of what will be changed in Frequently Asked Question (FAQ) form.

Will the routes change? Yes, all four shuttles will now run one single, identical route. A map of the route is attached. Each shuttle will drive this route and this route only. Below is a listing of stops in order. Each shuttle will stop at every single one of these locations.

1. Housing/Cambridge
2. Housing/El Paseo
3. Housing/Knight Road
4. UCT East/Fannin
5. School of Nursing
6. Graduate School of Biomedical Sciences
7. Medical School Building
8. Dental Branch Building
9. School of Public Health
10. UCT West/Fannin

After the UCT West Fannin stop is made the shuttle will restart its route at Housing/Cambridge.

Will the regularly scheduled stops remain the same? No, shuttles will no longer have set schedules. They will merely run continuous roundtrips and stop at every single stop on the schedule. Shuttle service will start (6AM) and end (8PM) every weekday just like it is currently. This same type of schedule is currently in place with MetroRail and MD Anderson’s shuttle service. Both entities and their customers have been very pleased with this method of scheduling.

How long will it take for a roundtrip to be completed? Approximately 25-30 minutes. With the old schedule, roundtrips were scheduled to take anywhere from 25-35 minutes.

How often will a shuttle arrive at each stop? Every 10-15 minutes. The number of shuttles running throughout the day will remain the same as it is now. So, the frequency of stops will depend on what time of day it is. Below is a breakdown of how many shuttles we have running at each hour during the day and how often a shuttle will arrive at each stop.

	6A-7A	7A-8A	8A-9A	9A-10A	10A-11A	11A-12P	12P-1P	1P-2P	2P-3P	3P-4P	4P-5P	5P-6P	6P-7P	7P-8P
# of Shuttles	3	4	4	3	2	2	2	3	3	3	3	3	2	1
Max Wait(Mins)	10	10	10	10	15	15	15	10	10	10	15	15	15	30

For example, if you just missed a shuttle at 11:00AM at the GSBS stop another shuttle will be stopping at that same location within 15 minutes.

Why is this change being made? The current schedule dictates that a shuttle should be at a certain place at a certain time. With the current state of TMC traffic this is nearly impossible to do on a consistent basis. Plus, the old schedule was last updated approximately two years ago and has since become obsolete due to new road openings and closings.

What happens with the last shuttle run of the day? The last hour of the day will be on a set schedule. The shuttle will start at Housing/Cambridge and end at Housing/Knight Road. Below is a schedule for the last hour of everyday.

Housing/Cambridge	7:00PM	Housing/Knight Rd	7:37PM
Housing/EI Paseo	7:02PM	UCT E	7:40PM
Housing/Knight Rd	7:04PM	SON	7:42PM
UCT E	7:07PM	GSBS	7:44PM
SON	7:09PM	MSB	7:46PM
GSBS	7:11PM	DBB	7:48PM
MSB	7:13PM	SPH	7:52PM
DBB	7:15PM	UCT W	7:55PM
SPH	7:19PM	Housing/Cambridge	8:01PM
UCT W	7:22PM	Housing/EI Paseo	8:03PM
Housing/Cambridge	7:28PM	Housing/Knight Rd	8:05PM
Housing/EI Paseo	7:35PM		

How does this benefit me? The routes can be run faster. Therefore, we will see more shuttle stops per day. In turn, this will hopefully reduce congestion on the shuttles. This will also remove the need for a shuttle driver to pull over and wait while you are on board if he/she is ahead of schedule.

What are the potential concerns? You will no longer know exactly when a shuttle will be arriving at any given stop, except during the last hour of the day. However, with the uncertainty of TMC traffic constantly disrupting our schedules, your wait time increase will be minimal at worse.

Do you have any tips or suggestions? Yes, if you need to go to SPH then, exit the shuttle at SON. This will save you about 10 minutes. If you are going from SON to any of the Housing stops then, board the shuttle at SPH. This will also save you time.

Will I still need my ID badge to ride the shuttle? Yes, we will be checking badges thoroughly. If you do not have an ID badge you will not be allowed on the shuttle. No exceptions will be made.

Who do I contact with questions? You can either call the UCT Parking Office at 713.500.3405 or email michael.liske@uth.tmc.edu.