

Some FAQ's about UT's Shuttle Service

How often does a shuttle arrive at each stop? Every 10-15 minutes. The frequency of stops depends on what time of day it is and the traffic volume within TMC. Below is a breakdown of how many shuttles we have running at each hour during the day and how often a shuttle arrives at each stop. Shuttles only run Monday-Friday and do not operate on weekends and most holidays.

	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-8:30P
# 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	See Below

Where do the shuttles stop? They simply run continuous roundtrips and they all run the same route. The stops in order are as follows: Cambridge, El Paseo, Knight Rd, UCT E, SON, GSBS, MSB, DBB, SPH, UCT W and then returning to Cambridge.

There is only one shuttle running from 7:00P-8:30P. What happens during that hour-and-a-half? The last hour-and-a-half of the day, 7:00P-8:30P, is on a set schedule. The shuttle will start at Housing/Cambridge and end at Housing/Knight Road. Below is a schedule.

Housing/Cambridge	7:00PM	Housing/Knight Rd	7:37PM	SON	8:09PM
Housing/El Paseo	7:02PM	UCT E	7:40PM	GSBS	8:10PM
Housing/Knight Rd	7:04PM	SON	7:42PM	MSB	8:13PM
UCT E	7:07PM	GSBS	7:44PM	DBB	8:15PM
SON	7:09PM	MSB	7:46PM	SPH	8:18PM
GSBS	7:11PM	DBB	7:48PM	UCT W	8:20PM
MSB	7:13PM	SPH	7:52PM	Housing/Cambridge	8:25PM
DBB	7:15PM	UCT W	7:55PM	Housing/El Paseo	8:27PM
SPH	7:19PM	Housing/Cambridge	8:01PM	Housing/Knight Rd	8:29PM
UCT W	7:22PM	Housing/El Paseo	8:03PM		
Housing/Cambridge	7:28PM	Housing/Knight Rd	8:05PM		
Housing/El Paseo	7:35PM	UCT E	8:08PM		

I've been waiting on a UT shuttle for longer than expected. Who can I contact?

1. 713.500.3405. UCT Parking Office (7:00AM-5:00PM, Mon-Fri)
2. 832.325.7655. UPG Parking Office (7:00AM-6:00PM, Mon-Thurs) & (7:00AM-5:00PM Fri)
3. 713.988.5466 Option 4. AFC Dispatch (If the Parking Offices are closed you can call the AFC Dispatch line. They are available 24/7).

Can I use MDA's shuttle service if I am a UT student, faculty or staff member? Yes, but only between 9AM-5PM. You must have a UT ID Badge or you will not be allowed to ride. For route information you can visit the UT Parking and Shuttle Services webpage (http://ae.uth.tmc.edu/parking/ae_sschedule.htm). MDA shuttles are not meant to transport people to-and-from work nor is it designed to work as a park-n-ride. MDA shuttles are meant merely to transport people to-and-from MDA buildings on their campus.

Can I use UT's shuttle service if I am an MDA student, faculty or staff member? Yes, but MDA personnel can only ride UT Shuttles from 9AM-5PM and must have an MDA badge or they will not be allowed to board.

I don't have, I've forgotten or I've lost my ID badge. Will I be able to ride the shuttle? Unfortunately, no, you will not be allowed to board. No exceptions will be made. We have had major issues in the past with different groups of people who have attempted to use our shuttle service without permission. This took seats away from UT students, faculty and staff who actually have UT shuttle privileges. "Vouching" for someone will not get them onto a shuttle. Using someone else's badge to ride will be viewed as a theft of service.

I need to get picked-up or dropped-off at an unscheduled stop. Will the driver accommodate my request? No. We cannot drop-off at unscheduled stops. This is a liability issue for us. Please do not ask the driver to drop you off or pick you up at a non-designated UT Shuttle Service stop.

Who do I contact with questions or report problems to? You can visit the Parking & Shuttle Services webpage (http://ae.uth.tmc.edu/parking/ae_sschedule.htm). You can also email shuttle@uth.tmc.edu or call the UCT Parking Office at 713.500.3405.

Note: During the Summer Semester we have a timed schedule because we only have 2-3 shuttles running. This schedule is also included on the webpage during the summer semester.