

## UTHealth Shuttle Service FAQs

### Where do the shuttles stop?

The shuttles all follow the same continuous roundtrip route, with 11 stops. The stops are: University Housing/Cambridge, University Housing/El Paseo, University Housing/Knight Rd, Recreation Center (REC), UCT East, SON, GSBS, MSB, SPH, SRB/IMM and RPC/SOD.

### When do the shuttles run?

The shuttles run from 6:00am to 8:30pm, Monday-Friday (shuttles do not operate on weekends or most university holidays). A shuttle arrives at each stop every 5-15 minutes (except from 7:00pm to 8:30pm, when only two shuttles are in operation – see detail below). The frequency of shuttles depends on the time of day and traffic volume within TMC. Below is a breakdown of how many shuttles run at each hour and how often a shuttle arrives at each stop. This schedule runs from early August through late May (there is an altered summer schedule from early June through early August).

### Can I track the shuttles online?

Yes. You can track shuttles by GPS at <https://uthealth.doublemap.com/map/> or download the DoubleMap app for mobile devices from the [App Store](#) or [Google Play](#). You can also follow us on Twitter ([www.twitter.com/uthealthshuttle](http://www.twitter.com/uthealthshuttle)) for updates on delays, traffic conditions and other news.

### I need to get picked up or dropped off at an unscheduled stop. Can the driver accommodate my request?

No, we cannot pick up or drop off at unscheduled stops, for operational and liability reasons. Please do not ask the driver to drop you off or pick you up anywhere other than a designated UTHealth shuttle service stop.

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

Contact Auxiliary Enterprises at 713-500-8400 or [Shuttle@uth.tmc.edu](mailto:Shuttle@uth.tmc.edu) (7:30am to 5:00pm, Monday-Friday) or contact the Shuttle Dispatcher at 713-791-6459 (5:30am to 9:00pm, Monday-Friday).

### Can I use the UTHealth shuttle service if I am an MD Anderson student, faculty or staff member?

Yes, though only from 9:00am to 5:00pm. You must present your MDA ID badge to board.

### Can I ride the MD Anderson shuttle if I am a UTHealth student, faculty or staff member?

Yes, though only from 9:00am to 5:00pm. You must present your UTHealth ID badge to board an MDA shuttle. For MDA route information, visit our webpage at [www.uth.edu/shuttle/index.htm](http://www.uth.edu/shuttle/index.htm). The MDA shuttle is not meant to serve as a park-and-ride or to transport people to and from work. MDA shuttles are to be used only to travel between MDA buildings while you are on campus.

### I don't have my ID badge with me. 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 attempting to use our shuttle service without permission, taking seats away from UTHealth students, faculty and staff who have UTHealth shuttle privileges and rely on its service. Vouching for someone will not get them onto a shuttle. Using someone else's ID badge to ride will be viewed as a theft of service.

### Can my child, spouse, family member or friend ride the shuttle with me?

Unfortunately, no. Only actual students and employees of UTHealth and MD Anderson are permitted to ride the UTHealth shuttle.

### Who do I contact with questions or to report problems?

Please contact Auxiliary Enterprises at 713-500-8400 or [Shuttle@uth.tmc.edu](mailto:Shuttle@uth.tmc.edu) (7:30am to 5:00pm, Monday-Friday).

### Who do I contact for Lost and Found items?

To check on items on the same day they are lost, please call Shuttle Dispatcher at 713-791-6459. For items that have been lost for multiple days please contact Auxiliary Enterprises at 713-500-8400 or [Shuttle@uth.tmc.edu](mailto:Shuttle@uth.tmc.edu)

SHUTTLE SCHEDULE – Early August to Late May		
Time of day	Number of Shuttles	Average Wait (in minutes)
6 am – 7 am	2	15
7 am – 8 am	4	8
8 am – 9 am	4	8
9 am – 10 am	4	8
10 am – 11 am	4	8
11 am – 12 pm	3	10
12 pm – 1 pm	3	10
1 pm – 2 pm	3	10
2 pm – 3 pm	3	10
3 pm – 4 pm	4	8
4 pm – 5 pm	4	10
5 pm – 6 pm	4	10
6 pm – 7 pm	3	15
7 pm – 8:30 pm	2	15

*The altered summer schedule from June to early August will be posted on the shuttle website:*  
[www.uth.edu/shuttle/index.htm](http://www.uth.edu/shuttle/index.htm)