

Frequently Asked Questions

Express Bus Service Between Greece and URMC/Highland Hospital

What's the cost of riding the shuttle? How do I purchase tickets?

The cost is \$1 each way. Exact change is required, as the machine does not make change. Any combination of dollar bills, quarters, dimes and nickels is acceptable. You can also purchase a "Stored Value Pass" from the Parking Office. This card works like a debit card – \$1 dollar is deducted from the card each time you ride. In addition, Rite Aid Pharmacies and Wegmans sell RTS passes, though availability differs from store to store.

If you plan to ride RTS more than to/from work, there might be better options available to you. For more information, call RTS at 585-288-1700, or visit online at www.rgrta.com, where you can purchase passes using a Visa/MasterCard.

Do I need to give up my parking permit in order to ride the bus?

No, though we are encouraging all faculty and staff to consider using this new transit option to commute to and from work. Not only is it a cost-effective alternative to driving a personal vehicle, but increasingly we plan to incorporate these energy efficient strategies as we seek ways to manage our parking capacity issues at the Medical Center. Plus, each month, you'll save money by no longer having to pay for your parking permit, as well as savings from fuel costs, and wear and tear on vehicles.

The success of this pilot will give us the opportunity to partner with RTS to expand similar direct-route services between URMC and other area suburbs. In order to do that, we need not only full buses, but we need the bus riders to hand in parking permits so we can make the best use of the parking spaces we have.

How often will the bus run? (PLEASE NOTE: THIS SCHEDULE WAS UPDATED MARCH 2, 2009. THE ASHLEY FURNITURE PLAZA ON RIDGE ROAD IS NO LONGER A PICK-UP/DROP OFF LOCATION.)

Initially, only one run is planned each morning and afternoon, though more will be added if demand warrants. The current schedule is listed below:

Mornings		Afternoon	
Basil A. Marella Park	7:25am	Highland Hospital	5:02pm
Helen Wood Hall	7:49am	SMH (Crittenden Loop)	5:10pm
SMH (Crittenden Loop)	7:50am	Helen Wood Hall	5:11pm
Highland (bus shelter)	7:56am	Basil A. Marella Park	5:36pm

What happens if I have an unexpected emergency?

Guaranteed rides home (or to your car) will be made available for emergencies, or if work causes you to stay later than anticipated. Just call the Parking Office, and they will arrange for cab or other transportation.

I need to attend an off-site meeting, and need my car.

You can take advantage of the convenient shuttles that run daily between the Medical Center and our many off-site locations to attend meetings. Or, once you convert to

“Occasional Parker” status, you’ll have 24 *free* passes annually to park your car on-site on days you choose.

What happens if I have to work late, and miss the bus?

Guaranteed rides home (or to your car) will be made available for emergencies, or if work causes you to stay later than anticipated. Just call the Parking Office, and they will arrange for cab or other transportation.

Are there plans to add more Park ‘n Ride routes?

We anticipate that, with the success of this first shuttle, we will be able to continue to partner with RTS to expand similar direct-route services between URMC and other area suburbs.

I rode the shuttle, and it’s not for me. How do I get my parking permit back?

During the initial pilot, we will reinstate original lot permits to those who tried the shuttle but decided it did not work for them. Just visit the Parking Office, and they will be happy to help you.

Is ridership limited to URMC faculty and staff?

This express Park ‘n Ride service was specifically designed for URMC faculty, staff and students. Service will only be between Greece and URMC/Highland Hospital. At times, others may find it a convenient transportation option, but we expect that to be the exception.