UChicago Shuttle ID Guidelines FAQ

Who is allowed to ride the UGo Shuttles?
Shuttle service is provided for all current University of Chicago students, faculty, staff, and University of Chicago Medicine employees. Students and staff of University of Chicago Charter Schools and Laboratory Schools may also ride the shuttles.

What is changing about the ID guidelines for riding University shuttles?
The University has always encouraged riders to show the driver their valid UChicago-issued ID when boarding the shuttle. Each shuttle is now equipped with a card reader at the entrance, and riders will “tap” their ID on the reader when boarding instead of just displaying it to the driver. Tapping your ID will verify your current University or medical center affiliation.

Why were card readers installed on the shuttles? What information about me do they collect?
The card readers were installed to improve our analysis of ridership trends by allowing Transportation & Parking Services to collect information about the time riders board the shuttle and what their affiliation is (student, faculty, staff, etc.). The only information gathered by Transportation & Parking Services when you tap your ID is your affiliation and the time you boarded the shuttle. Names and any other data on your ID card is not collected or used in transportation-related analyses. Collecting data on the peak times and routes used by the various parts of the University community will allow the University to make more informed decisions about routes, stops, and transportation resources.

My ID card did not work on the shuttles, what should I do?
If you are currently affiliated with the University or medical center your card should work on the shuttles. If your card does not work please contact the appropriate office for assistance.

For University IDs contact ID & Privileges Office (Lobby of Regenstein Library)
- ipo@uchicago.edu
- 773.702.3344

For medical center IDs contact
- Card.AccessSecurity@uchospitals.edu
- 773.702.4382

Can I bring visitors with me on the shuttles?
Yes, visitors are welcome to ride the shuttles with you. Tap your ID once for each visitor so we receive an accurate ridership count. Visitors must ride the shuttles with their host at all times.

Can my family members ride the shuttles?
Some family members of University affiliates may qualify for a card that’s accepted on the University’s shuttles. Please contact the appropriate ID office to determine their eligibility. If family members do not qualify for a card, they may still ride the shuttle with you as a guest.

Are patients of the University’s medical center allowed to ride the shuttles?
Patients of the medical center may ride the shuttles if they are accompanied by a host who is affiliated with the University or medical center. Patients are not allowed to ride on the shuttles alone. Alternative options for getting to or from the medical center campus are CTA routes 2, 4, 55, 171, 172, and 192.

For any additional questions, please contact bus@uchicago.edu.