

Blodgett Hospital Shuttle Services

Frequently Asked Questions | Updated 4.10.26

Q: Why is the Blodgett hospital parking project happening now?

A: The project was intentionally scheduled for warmer months to avoid winter-related impacts such as snow removal and safety concerns for team members.

Q: How will team member parking be impacted, and who can still park onsite?

A: To preserve onsite parking for patients and visitors during construction, team members will be required to temporarily park offsite and shuttle onsite during designated days and times when traffic at Blodgett Hospital is busiest. Team members starting before 5 a.m. or working after 9:30 p.m. may continue to park onsite. All other team members should park offsite and use the shuttle.

Q: Are team members assigned to specific offsite shuttle parking lots?

A: No. Offsite parking is first come, first served, as the lots do not have access control systems. Some lots may fill up faster than others, so if a lot is full, please try a different one. All lots are relatively close to each other.

Q: When does shuttle service begin?

A: Shuttle service begins Monday, April 6 and will last about six months, until construction is complete.

Shuttle operations

Q: How many shuttle lots are there?

A: There are six primary shuttle lots:

- Aquinas/Circle Theatre Lot – 1703 Robinson Rd SE, Grand Rapids, MI 49506
- Mayflower Congregational Church Lot – 2345 Robinson Rd SE, Grand Rapids, MI 49506
- Browne Centre Lot – 2001 Robinson Rd SE, Grand Rapids, MI 49506
- Calvin Christian Church Lot – 1523 MLK Jr. Street SE, Grand Rapids, MI 49506
- Third Reformed Church Lot – 2060 Michigan St NE, Grand Rapids, MI 49503
- Corewell Health Overflow Lot – 1709 Michigan St NE, Grand Rapids, MI 49503

Please note that some of these lots are not owned by Corewell Health, and team members may park only in designated areas. Refer to the maps below for the blue highlighted areas showing approved Corewell Health parking areas.



**Q: What are the shuttle days and hours?**

A: Monday through Friday, 5 a.m. to 9:30 p.m., members starting before 5 a.m. or ending after 9:30 p.m., may park in the employee level of Parking 1.

Please note that the Aquanis/Circle Theatre lot is only available from 6 a.m. to 5 p.m.

Q: How many shuttles are there?

A: There are five shuttles total.

Q: What are the shuttle routes?

A: New routes have been established to minimize delays and balance demand:

- One bus will take the Calvin lot
- One bus will take the Michigan Street lots
- Three buses will take the Aquinas/Circle Theatre, Brown and Mayflower lots (the Robinson route)

Once capacity is reached on the Robinson route, shuttle resources will be reallocated to areas with the greatest need.

After performance stabilizes, the planned steady state routing will be:

- One bus at Calvin
- Two buses on the Robinson route
- One bus for Michigan Street lots
- One looping bus supporting overall coverage

Q: Is there a clear way to identify what shuttle goes to which lot?

A: Yes! Each bus is labeled as follows:

- **A** = Aquinas
- **B** = Brown
- **C** = Calvin
- **M** = Mayflower
- **T** = Third Reformed
- **O** = Overflow

Q: Where does the shuttle pick up and drop off at Blodgett hospital?

A: Shuttle drop-off and pick-up will occur on Wealthy Street near the loading dock, using the same location as during Covid operations. The area includes a covered waiting space and camera monitoring.

Q: Will signage be provided?

A: Yes. Signage will be installed to help team members navigate from drop-off to elevators.

Q: Which entrances should team members use when walking in?

A: Team members may use the bus stop entrance, main/front entrance or the employee entrance on the Plymouth side of the hospital.

Q: Will street parking near the drop-off be restricted?

A: Yes. Street spaces will be blocked to allow shuttle access, coordinated with the city.

Q: Will there be an app to track shuttle buses?

A: New shuttle and parking technology is being finalized to support improved routing and coordination. We will share details and rollout timing as soon as it's ready for use.

Q: Do shuttles run all day, and do I need to call for one?

A: Yes, shuttles will run continuously throughout the day, including lunch hours. No call is expected to be necessary. A shuttle tracking app may be available to show arrival times.

Q: Will estimated lot capacities be shared and what if a shuttle lot becomes full?

A: If a shuttle lot becomes full, signage will be placed at the lot directing team members to the next available one. The app may also support notifications once confirmed. Below are lot capacities:

- Aquinas/Circle Theatre Lot: 150 spaces
- Mayflower Congregational Church Lot: TBD
- Browne Centre Lot: 50 spaces
- Calvin Christian Church Lot: TBD
- Third Reformed Church Lot: TBD
- Corewell Health Overflow Lot: TBD

Q: What size shuttle buses will be used and how many seats are on each?

A: The plan is to use standard shuttle buses with approximately 25-28 seats. Larger school-bus style vehicles are not anticipated.

Q: Will there be a shuttle schedule?

A: Yes, the shuttles will run on 15-minute intervals starting at 5 a.m. (i.e., 5 a.m., 5:15 a.m., 5:30 a.m., 5:45 a.m., 6 a.m.).

Q: Will there be more shuttles at peak times?

A: A consistent number of shuttles is planned, with flexibility to adjust if needed.

Q: Will there be reminders of the lot we parked in, in case we forget by the end of our shift?

A: Unfortunately, no. It is the responsibility of the team member to remember or write down the lot they park in, so they make sure they hop on the correct shuttle to return to their car at the end of their day. We recommend putting a note in your phone.

Security and safety

Q: Will my vehicle be safe at these lots?

A: Security will round throughout the day at all lots to ensure the safety of our team members and their vehicles. As a reminder, please store important belongings out of sight and lock your doors. If you encounter any suspicious activity, theft or a break-in, please contact security 616.391.1425.

Q: What if I left something on the bus?

A: Please contact security at 616.391.1425, option 2 and they will assist with lost and found.

Q: I have a complaint, who can I contact about this?

A: Please email parking@corewellhealth.org with all non-urgent concerns. If your matter is urgent, please contact security services at 616.391.1425.

Parking policies

Q: Is a Corewell Health vehicle permit required to park in any lot?

A: Yes, a Corewell Health vehicle permit is required per policy, if you do not have a vehicle permit, please [submit a request here](#).

Q: What should be entered if a permit number is required but not available?

A: Team members may enter "none" or "N/A" if they do not have an existing permit number.

Unique scenarios

Q: My shift starts at 5 a.m., do I need to shuttle?

A: No because shuttles will leave the lots beginning at 5 a.m. making you late for your shift. You should be arriving prior to 5 a.m., allowing you to utilize the ramp.

Q: Do short on-site visits during the day still require off-site parking?

A: Yes. Team members coming in briefly during the day (for example, noon to 2 p.m.) are still expected to park offsite and shuttle.

Q: Will team members with on-call or extended shifts be allowed to park on-site?

At this time, no additional on-site access is being granted beyond the defined hours. This may be revisited after patient parking demand is assessed. Security services escorts will be available after 9:30 p.m.

Q: Can surgical PAs or PPS who round briefly park onsite?

A: Currently, PAs and PPS are asked to park offsite and shuttle. This may be revisited once patient parking demand is better understood.

Q: I am a student/intern, do I need to shuttle still?

A: If your shift is during the shuttle times listed above, yes, you will need to shuttle.

Q: If I have to leave midday, can I request a shuttle to take me to my car?

A: Our shuttle services will be rounding all day in timed increments, so you do not need to request a shuttle.

Q: What happens if I shuttle from an offsite lot, but my shift ends after 9:30 p.m.?

A: If you are working past 9:30 p.m., please contact security services at 616.391.1425, option 2. Security will provide transportation back to your vehicle for unplanned late-ending shifts.

Q: What accommodation is available for team members with disabilities?

A: Team members with accommodation should coordinate with Integrated Disability Management office. Shuttle lots include marked handicap spaces, and reasonable accommodations will be provided, including alternatives to shuttle use when necessary.

Motorcycle, moped and bicycle parking

Q: Where are motorcycle and bicycle parking going to be located?

A: Motorcycle and Moped parking will not change and can be found on [this map](#), near the emergency department.

Q: I want to bike to Blodgett, will there be more bike racks and where are they located?

A: Currently there is on only one bike rack [located near](#) the emergency department entrance. Additional racks have been requested as part of the project, but confirmation is pending.

Q: Can personal electric devices be brought into the hospital?

A: Storage of personal electric devices is a unit-level decision. Parking services can accommodate them in bikes, motorcycle or moped areas.

Patients and visitors

Q: How will patient and visitor parking be handled during construction?

A: Patients and visitors who normally park in the North ramp (Parking 2) will be redirected to Parking 1, which will be fully open to patients and visitors use with and onsite team member directing traffic.

Communications

Q: How will vendors and external partners be informed?

A: Select Specialty and other vendors have been notified, and ongoing communication is being coordinated to ensure awareness of parking expectations.

Q: Will leaders be flexible during the first week?

A: Yes. Leaders have been advised to be gracious during the first week or two of transition.

Q: When will additional updates be provided?

A: Updates will be shared via email memos and the FAQs found on the parking and transportation site, as details such as shuttle timing are finalized. Additional meetings or office hours may be scheduled post go-live.
