Know Your Civil Rights

Notifying passengers of TCAT, Inc. and its complementary paratransit provider, Gadabout Transportation Services, of their Civil Rights under Title VI.

Tompkins Consolidated Area Transit, Inc., (TCAT, Inc.) and its paratransit provider, Gadabout Transportation Services, operate their services without regards to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with TCAT, Inc.

For more information regarding TCAT, Inc.’s or Gadabout’s civil rights program and the procedures to file a complaint, please contact:

Patty Poist, TCAT, Inc.
Title VI Coordinator
(607) 277-9388, ext. 560 or email: tcat@tcatmail.com or pp1@tcatmail.com or visit our administrative offices at:
737 Willow Ave., Ithaca, NY, 14850. For more information, visit: http://www.tcatbus.com/content/view/title-vi.html

A complainant may file a complaint directly with the Federal Transit Administration by filing it with the Office of Civil Rights:

Attention Title VI Program Coordinator,
East Building 5th Floor TCR,
1200 New Jersey Ave.,
SE Washington, DC 20590.

TCAT and Gadabout will take reasonable steps to ensure that Limited English Proficiency persons have meaningful access to the programs, services and information that TCAT provides.

• If you know someone who needs a language translator, call TCAT at (607)277-7433 or Gadabout at (607)273-1878.

• Si Usted necesita un interprete, favor llame a TCAT (607)277-7433 o Gadabout (607)273-1878.

• 만약 한국어 통역이 필요하시면, TCAT에 (607)277-7433 혹은 Gadabout에 (607)273-1878로 전화하십시오.

• 如果您需要语言翻译，请拨打(607)277-7433致电TCAT或拨打(607)273-1878致电Gadabout。

• Если вам нужен вызов переводчик: TCAT (607)277-7433 Gadabout (607)273-1878.

• Si vous avez besoin d’un traducteur de langage, téléphonez à TCAT au (607)277-7433 ou à Gadabout au (607)273-1878.
TCAT POLICIES

Pass Refund and Loss/Theft Policy
No refunds. TCAT will work with passengers to help resolve any technical problems they encounter. TCAT is not responsible for lost or stolen passes. To that end, passengers are encouraged to register their passes with TCAT and report immediately if they are lost or stolen. In that case, TCAT can deactivate the missing card and re-issue a pass with remaining ride balance.

Any attempt to tamper with, alter or misuse passes could result in legal action.

End of Route
When the bus reaches the end of its route, you must either exit the bus or pay another fare. Pass users will be asked to swipe their pass again.

Bus Passenger Rights & Responsibilities

All TCAT passengers have a right to:

1. A safe, comfortable, and clean bus.
2. A professional and courteous bus operator.
3. Easy access to accurate schedule information.
4. Have stops called at transfer points, major intersections, points of interest, and other requested locations.
5. A prompt response to all comments and concerns on all transit issues presented to TCAT.
6. Be treated with dignity and respect by all TCAT employees.

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All TCAT passengers are responsible for following the rules of conduct and etiquette:

1. Have exact change, pay the correct fare, and show proper identification if asked by the bus operator.
2. Follow all rules, regulations and laws.
3. Respect other passengers and the bus operator.
4. No smoking, vaping, eating or drinking on the bus.
5. Use of audio devices is allowed as long as they are used with earphones and can only be heard by you.
6. Cell phones may be used, but be considerate of those around you. Keep your conversations at a low volume so that you do not affect the other passengers or the Operator.
7. Help keep the bus clean and free of trash, spills and graffiti.
8. Please yield priority seating areas when requested by persons with disabilities, seniors, or the Operator on their behalf.
9. Understand that service delays may result from circumstances that are beyond the control of TCAT.

For your safety:

1. Shirt and shoes must be worn.
2. No hazardous materials, such as gasoline or car batteries.
3. No loud, profane, indecent or otherwise disruptive behavior.
4. Keep aisles clear; strollers and carts must be folded.
5. Packages must be kept on your lap or under the seat. They may not block the aisle or be stored on a seat.
6. Do not stand in front of the standee line.
7. Never cross the street in front of bus.
8. No bicycles permitted inside the bus. Please use racks provided on the front of the bus.
9. Passengers with disabilities may ride with their trained service animal. All other animals must be secured in a crate that is specifically manufactured for the transport of a pet and small enough to fit on your lap or under the seat. Other than service animals, animals at-large or on a leash or harness are not allowed. See pages 10 & 18 for more information.
Our Mission: To provide safe, high quality, reliable, efficient public transportation while being a responsive, responsible employer.

Vision: To become a model community transportation system committed to quality service, employee management collaboration and innovation.

Tompkins Consolidated Area Transit, Inc. (TCAT, Inc.), Ithaca, N.Y., is a private, not-for-profit corporation that provides public transportation to urban, suburban and rural populations throughout Tompkins County. In addition, TCAT serves outstanding local institutions of higher education to include Cornell University, Ithaca College and Tompkins Cortland Community College (TC3).

Named as the top transit agency of its size in North America in 2011 by the American Public Transportation Association, TCAT maintains a laser-like focus on safety, customer service, public outreach and workforce training. Annual ridership in 2018 was more than 4 million trips. TCAT operates 33 routes (34 in summer) with 54 buses, including 8 electric diesel hybrids.

TCAT contracts with Gadabout Transportation Services to provide paratransit services as required by the Americans with Disabilities Act of 1990.

The TCAT Board of Directors is comprised of three representatives recommended by each of its local funding partners: the City of Ithaca, Tompkins County and Cornell University. TCAT employs approximately 120 people, including highly trained bus operators and maintenance crew members who are represented by the United Auto Workers Local 2300.

Chair, TCAT Board of Directors: Ducson Nguyen
General Manager: Scot Vanderpool
Controller: Rick Andrascik
Operations Manager: Mike Smith
Service Development Manager: Matt Yarrow
Marketing & Communications Manager: Patty Poist
Purchasing & Projects Manager: Raymond Lalley
Human Resources Generalist: David Wiles
ADA Paratransit Coordinator: Jenn Jennings
UAW Local 2300 Unit Chair: Shawn Kelley
Fares
The TCAT service area is divided into two fare zones. If you board in Zone 1, you pay a zone 1 fare, no matter how far you’re going. If you board in Zone 2 in the inbound direction (toward Ithaca), you pay the zone 2 fare, no matter how far you’re going. Effective January 12, 2014, if you board in Zone 2 in the outbound direction (away from Ithaca), TCAT does not charge a fare. Exception: All trips on Route 53 require a fare.

Cash Fare, Single Ride

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Zone 1</th>
<th>Zone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult (ages 18-59)</td>
<td>$1.50</td>
<td>$2.50</td>
</tr>
<tr>
<td>Youth (ages 6-17)</td>
<td>$0.75</td>
<td>$1.25</td>
</tr>
<tr>
<td>Child (5 and under)</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Half-fare (seniors age 60+)</td>
<td>$0.75</td>
<td>$1.25</td>
</tr>
<tr>
<td>Half-fare Medicare / persons w/ disability</td>
<td>$0.75</td>
<td>$1.25</td>
</tr>
</tbody>
</table>

Exact Change Only
Drivers are unable to make change so you must have the exact fare. Dollar bills and coins are accepted. No pennies please.

Tcard Deals
The more rides or consecutive days of riding you purchase on your Tcard at one time, the more you save on your per-ride or per-day cost.

<table>
<thead>
<tr>
<th>If you Purchase:</th>
<th>You Pay:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare Type</td>
<td>Zone 1</td>
</tr>
<tr>
<td>1-14 adult rides</td>
<td>$1.50 / ride</td>
</tr>
<tr>
<td>15+ adult rides</td>
<td>$1.33 / ride</td>
</tr>
<tr>
<td>1-6 consec. days</td>
<td>$3.00 / day</td>
</tr>
<tr>
<td>7-30 consec. days</td>
<td>$2.50 /day</td>
</tr>
<tr>
<td>31-364 consec. days</td>
<td>$1.50 /day</td>
</tr>
<tr>
<td>365+ consec. days</td>
<td>$1.25 /day</td>
</tr>
</tbody>
</table>

Ride Card Options
Each ride is a one-way trip. A round-trip would cost two rides. Rides do not expire.

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Zone 1</th>
<th>Zone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Ride card</td>
<td>$20</td>
<td>$33</td>
</tr>
<tr>
<td>Half-fare 15 Ride card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seniors (age 60+)/persons w/ disability / Medicare</td>
<td>$10</td>
<td>$17</td>
</tr>
<tr>
<td>Youth 15 Ride card Youth (age 6-17)</td>
<td>$10</td>
<td>$17</td>
</tr>
</tbody>
</table>

Day Pass Options
By-the-Day passes are good for unlimited rides on consecutive days beginning the first day the pass is used.

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Zone 1</th>
<th>Zone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Day pass</td>
<td>$3</td>
<td>$4</td>
</tr>
<tr>
<td>2 Day pass</td>
<td>$6</td>
<td>$8</td>
</tr>
<tr>
<td>5 Day pass</td>
<td>$15</td>
<td>$20</td>
</tr>
<tr>
<td>Weekly pass</td>
<td>$17.50</td>
<td>$23</td>
</tr>
<tr>
<td>Monthly pass</td>
<td>$45</td>
<td>$60</td>
</tr>
<tr>
<td>Annual pass</td>
<td>$450</td>
<td>$600</td>
</tr>
</tbody>
</table>

Youth Passes
The Youth Semester Pass is good for unlimited rides each semester on any TCAT bus.

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Zone 1</th>
<th>Zone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Fall Semester</td>
<td>$30</td>
<td>$40</td>
</tr>
<tr>
<td>August 15 – January 31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth Spring Semester</td>
<td>$30</td>
<td>$40</td>
</tr>
<tr>
<td>February 1 – June 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth Summer Fun</td>
<td>$50</td>
<td>$65</td>
</tr>
<tr>
<td>June 27 – September 6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Transfers
If more than one bus route is needed to get you to your destination, transfer slips are available at no additional cost. You should request a transfer from the Bus Operator when you pay the fare or use a transfer slip. Riders are allowed up to two transfers to complete their trip. Transfers are good for a continuous one-way trip on the day of issue and will only be honored on the next available bus. They will not be accepted on any trip that will return the passenger to the area in which the transfer was originally issued, nor to re-board the same route.

Day or semester pass holders do not need a transfer slip. Simply swipe your card again.

Youth Passes
High school students with valid student ID and youth ages 6 to 17 are eligible. Students whose schools do not provide ID’s or home-schooled students over 17 years of age should contact TCAT customer service at 277-7433. The Youth Semester Pass is good for unlimited rides each semester on any TCAT bus.

Children
Children five years old and under ride free and must be accompanied by a fare-paying adult (up to five children per adult.)

Senior Citizens, Medicare Cardholders and Persons w/ Disabilities
Persons 60 years old or older, Medicare cardholders, persons with a disability, and persons currently receiving SSI, SSD, or disabled veterans benefits are eligible to pay half-fare on the TCAT bus. (This does not apply to Gadabout or ADA paratransit services.) The bus operator may ask for proof of eligibility. See pg. 10 for details.

Military
Active Duty Military and Reserve Officer Training Corp (ROTC) students – demonstrating military service either by being dressed in official U.S. issued military formal or informal uniform and/or with a current military ID – ride free.
Can I use my zone 1 pass in zone 2 if I pay the extra $1 in cash?
No. A zone 1 pass may only be used for boardings within zone 1. To board in zone 2, you must either use a zone 2 pass or pay the fare entirely in cash. Unfortunately, TCAT is unable to accept a zone 1 pass as partial payment for a zone 2 boarding.

By-the-Day Pass: You can load an unlimited number of days onto a Tcard or fob. The more consecutive days of riding you purchase at one time, the more you save on your per-day cost. If you are a frequent rider or if you will be riding the bus more than 2 times per day, this option may be for you. Because by-the-day passes are already discounted, they are not eligible for half-fare.

* Please note: Day-based passes expire at the end of day(s) available on the pass at 2:30 a.m., when TCAT’s daily service ends. As an example, a one-day pass activated on the bus at 7:30 a.m. would expire 2:30 a.m., the following morning.

By-the-Ride Card: You can load an unlimited number of rides onto a Tcard or fob. Rides have no expiration date. In addition, all ride-based passes are 50% off for senior citizens (60 and older), youth (17 and under), Medicare cardholders, and persons receiving SSI, SSD or Veterans Benefits. Anyone may buy a half-fare pass but proof of eligibility may be required to use half-fare passes. If you ride infrequently, or if you only ride the bus in one direction, this may be a better option for you.

Check Your Tcard Balance
Check your balance online at tcatbus.com, or call us at (607) 277-RIDE. In addition, your Tcard pass type and balance will be displayed to you every time you use your Tcard on the bus. Please
note that in some circumstances it may take up to 48 hours for rides to post to your account, however, in most cases they will post immediately.

Bus Display
Multiple passes can be loaded onto one Tcard or fob at the same time. When you use your Tcard on the bus, the black box will display your ride/day balance for the current pass only, but not for any additional passes that may be loaded on your card. For example, if you have 4 rides left on your card and then you go online and load another 15-ride pass onto your card, the next time you get on the bus it will display 3 rides remaining, even though your new pass is also on the card and ready to use. Please note that purchasing 15 single-ride passes online as opposed to 1 fifteen-ride pass will affect the display.

Ordering Online
When ordering or recharging a pass online, please note the difference between pass type and quantity.

As an example, selecting a Zone 1, 31 day pass will give you 31 consecutive days for $45 whereas selecting 30 single passes will get you 30 non-consecutive days and will cost $90.

If Your Tcard Doesn’t Work
In order to keep the buses running, TCAT needs to collect fares. Riders must pay a fare to board the bus. If your Tcard or fob doesn’t work due to TCAT technical error, please contact TCAT at 277-RIDE. TCAT promises to investigate the situation and issue a refund of any fare you may have paid in error.

For Your Convenience, various bus passes can be purchased at the following Outlets:

* Not all passes are available at all retail outlets.

### ONLINE
TCAT Store [www.tcatbus.com/pages/buy](http://www.tcatbus.com/pages/buy)
(All passes & cards available, key fobs)

### ITHACA
TCAT Main Office
737 Willow Avenue
(607)277-RIDE
(All passes & cards available, key fobs)

Green Street Pharmacy
next to TCAT Green Street Station
131 East Green St., Ste. 2
(607) 882-9500
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)
Zone 1 & 2 passes

Green Street Market @ Collegetown Crossing
307 College Avenue
(607) 882-COOP (2667)
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)

Green Star Market: West End
701 W. Buffalo St.
(607) 273-9392
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)

ITCTC
121 E. Court Street
(607) 274-5570
(15 Ride, half-fare 15 ride, 1 day, Monthly)

### CORNELL UNIVERSITY
The Cornell Store
135 Ho Plaza
(607) 255-4111
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)
Zone 1 & 2 passes

Willard Straight Hall
(607) 255-0623
(15 ride, 1 day, monthly)

Cornell Transportation
116 Maple Avenue
(607) 255-4600
(15 Ride, half-fare 15 ride, youth 15 ride, Monthly)

### LANSING
Top – Triphammer
2300 N Triphammer Rd.
(607) 266-8021
(Monthly)

Shops at Ithaca Mall: The Cornell Store
40 Catherwood Dr.
(607) 257-5337
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)
Zone 1 & 2 passes

### DRYDEN
Dryden Village Office
170 North Street
(607) 564-9981
(15 Ride, half-fare 15 ride, youth 15 ride, Youth semester/summer fun, 1 day, Monthly)

### NEWFIELD
Newfield Town Clerk
166 Main Street
(607) 564-9981
(15 Ride, half-fare 15 ride, youth 15 ride, Youth semester/summer fun, 1 day, Monthly)

TCAT Store
[www.tcatbus.com/pages/buy](http://www.tcatbus.com/pages/buy)
(All passes & cards available, key fobs)

ITHACA (continued)
GreenStar Market @ Collegetown Crossing
307 College Avenue
(607) 882-COOP (2667)
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)
Zone 1 & 2 passes

GreenStar @ Dewitt Mall
215 N. Cayuga St.
(607) 273-8213
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)
Zone 1 & 2 passes

GreenStar Market: West End
701 W. Buffalo St.
(607) 273-9392
(15 ride, half-fare 15 ride, youth 15 ride, youth semester/summer fun, 1 day, Monthly)

ITCTC
121 E. Court Street
(607) 274-5570
(15 Ride, half-fare 15 ride, 1 day, Monthly)

Life Long Sr. Center
119 W. Court Street
(607) 273-1511
(half-fare 15 ride)

TRUMANSBURG
Kinney Drugs
2100 Trumansburg Rd
(607) 387-6661
(Monthly, youth semester, *NOT SUMMER FUN PASS*)
PASSES FOR COLLEGE STUDENTS

Use your student ID at the farebox
Enjoy special pricing and added convenience by having bus privileges loaded right onto your student ID card. It’s important to note that it may take 2-3 days for your new bus pass to work on the bus. In the meantime, please carry an alternate fare.

**College Student Rates**

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Zone 1</th>
<th>Zone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TC3 Student Unlimited Semester Pass (fall or spring)</td>
<td>N/A</td>
<td>$170</td>
</tr>
<tr>
<td>TC3 Student Basic (limited) Semester Pass (fall or spring)</td>
<td>N/A</td>
<td>$110</td>
</tr>
<tr>
<td>TC3 Student Unlimited Semester Pass (summer)</td>
<td>N/A</td>
<td>$85</td>
</tr>
<tr>
<td>TC3 Student Basic (limited) Semester Pass (summer)</td>
<td>N/A</td>
<td>$55</td>
</tr>
<tr>
<td>IC Student 15-ride pass</td>
<td>$15</td>
<td>$20</td>
</tr>
<tr>
<td>IC Student Monthly Pass</td>
<td>$30</td>
<td>$40</td>
</tr>
<tr>
<td>IC Student Semester Pass (fall or spring)</td>
<td>$110</td>
<td>$145</td>
</tr>
<tr>
<td>IC Student Semester Pass (summer)</td>
<td>$45</td>
<td>$60</td>
</tr>
</tbody>
</table>

Cornell Students

All registered Cornell students receive unlimited rides on all TCAT buses after 6 p.m. weekdays, and anytime Saturday and Sunday. Students pay no fare (normally $1.50) when using their CU ID card at the farebox. Please note: Students must remain registered in order for their privileges to remain active. The CU photo ID card is the fare medium and must be presented at the fare box—and read electronically—in order to ride at no cost.

**Cornell OmniRide Bus Pass**

Need more than just night and weekend bus access? Purchase OmniRide and use your CU ID card at the farebox for unlimited rides on all TCAT buses any time they run, anywhere they go in Tompkins County. OmniRide is sold only by Cornell Transportation Services at 116 Maple Avenue, or online at http://www.myparking.cornell.edu/.

The Transportation office sells annual full year OmniRide bus pass privileges for $200, prorated on a monthly basis throughout the calendar year. The full year pass is valid through 8/31. Please note: It may take a full business day to activate your ID for use at the farebox.

- Students who purchase an FH permit automatically receive OmniRide privileges for no additional fee.
- Student spouses with a CU ID can purchase OmniRide privileges at 116 Maple Ave.
- Students must remain registered in order for their privileges to remain active.

**No-Fee OmniRide**

New-to-Cornell students matriculating for the first time in 2015-2016 receive automatic, no-fee OmniRide privileges valid within their first academic year; Cornell pays your fare. You must remain a registered student to retain this privilege. OmniRide privileges expire each year on August 31.

Ithaca College Students

Special pass options designed specifically for IC students can be loaded right onto your college ID.

Discounted passes available to IC students are:

- **15-Rides**
  - 31 consecutive days
  - IC Fall Semester: August 1 – December 31
  - IC Spring Semester: January 1 – May 31
  - IC Summer Semester: June 1– August 15

In order to get the discounted passes for IC students, passes must be added online to a valid IC student ID card.

To activate bus passes on your ID card, go to our home page, click on the pictures of Student ID’s that says “College Students” and follow the instructions from there. You will need to create a TCAT account, add your student ID to your account, and then “recharge” your ID with an Ithaca College Semester Pass.

To purchase an IC student pass online:

1. **Set up an account.** It will only take a few minutes. Need help setting up your account? Follow the instructions below or go online to view the “How to set up an account” video, which will walk you through the process.

   - go to our home page at www.tcatbus.com
   - click on the “College Students” button
   - click on the link to register for an account
   - click on “not registered?”
   - Enter a valid email address. A message will be emailed to you with a link.
   - Check your email for a message with ‘TCAT TCard Registration’ as its subject line and follow the link provided to complete your registration.
(If you do not get a message almost immediately, check your junk or spam mail folder)
• Enter a username and password and any of the optional contact information (if you choose) and click “register”

2. Link your ID card to your account
Once you have an account set up you will be able to purchase and activate pass privileges on your student ID card online:
• Click on the link to Login to your account
• Click on the “Register Card” tab
• Enter the number on your ID card in the “Card Data” box and select the “Ithaca College Student Card” option
• The program will automatically add a number to the end of your ID card number (ex. 01, 02) but that is ok
• The RFID box will be blank
• click “Add”

TIP: if you get an “INVALID CARD” message: If you try to register your card and you get an “invalid card” message, you may have already registered your card under a different account / username. If you are unable to remember your original username, contact TCAT customer service at (607) 277-7433 and we can look it up for you.

3. Add rides to your card
• Click on the “Manage Cards” tab
• Click on “Recharge Card”
• Select your pass type and checkout through Paypal

If you do not have internet access or if you need help, call the TCAT office at 277-RIDE during business hours (Mon-Fri 8am-5pm).

*Please note: The IC photo ID card is the fare medium and must be presented at the fare box-and read electronically-in order to ride at no cost. It may take 1-2 days for your new bus pass to work on the bus. In the meantime, please carry an alternate fare.

**Why PayPal?**
PayPal uses industry-leading technology to keep information safe. PayPal automatically encrypts confidential information in transit from your computer to theirs using SSL protocol with an encryption key length of 128-bits (the highest level commercially available). Once your information reaches the PayPal site, it resides on a server that is heavily guarded both physically and electronically. PayPal servers sit behind an electronic firewall and are not directly connected to the internet, so your private information is available only to authorized computers.

PayPal stays at the forefront of security, developing many anti-fraud technologies every year to help stop fraudulent transactions before they happen. PayPal processes billions of dollars in payments each year, giving them the experience and the means to provide a level of protection that we are just not able to offer. As a result, PayPal’s loss rate is significantly lower than the industry average. It may seem like a nuisance but it is a fairly quick process and they ask for all of the same information that we would ask anyway.

**Multiple passes on one ID:**
If you purchase your semester pass before you purchase a 15 ride, or 31 day pass, at their discounted rates, you will not be able to use them until your semester pass has expired at the end of the semester. So, if you want to ride the bus before an IC semester pass becomes active, purchase your 15 ride or 31 day pass first. Then purchase your IC semester pass.

**TC3 Students**
TC3 students can purchase bus pass privileges at a discounted rate loaded right onto their TC3 student ID card and can choose either the semester pass or basic pass option. TC3 passes must be purchased with Panther Dollars through your myCARD account.

**TC3 Student Semester pass:** Use your TC3 photo ID card at the farebox to access unlimited-use transit privileges on all TCAT buses, at any time, anywhere.

**TC3 Basic Pass:** Use your TC3 ID at the farebox for unlimited rides on routes 43 & 75 only. These routes serve TC3 directly. No transfers are issued with the basic pass.

**To Purchase a Pass**
Bus passes can be purchased online by depositing Panther Dollars. Go to myTC3 and select myCard and follow the login process. From there, add cash by credit card, make your deposit. Then select “service” and then “buy a pass.” The TC3 photo ID card is the fare medium and must be presented at the fare box-and read electronically-in order to ride at no cost. It can take up to two days for the pass to activate, so students will have to pay regular fare to board the bus until the card is active.
**HALF-FARE**

For Senior Citizens, Medicare cardholders and Persons w/ Disabilities

If you are 60 years old or older -or- if you are a Medicare cardholder -or- if you have a disability -or- if you receive SSI, SSD, or disabled veterans benefits than you are eligible to pay half-fare on the TCAT bus. (This does not apply to Gadabout or ADA paratransit services.) When you board the bus, the bus operator may ask you for proof of eligibility in order to pay half fare. Acceptable forms of proof of eligibility are your Medicare card, Senior Citizen’s Discount Card, drivers’ license, or your TCAT half-fare identification card (purple card).

Applications for the half-fare eligibility card are available on our website or by calling 277-7433. In order to obtain your TCAT Half-Fare Identification card, please complete the half-fare application and return it to the TCAT office. Please be sure to include a copy of any document that verifies eligibility. See application for details.

**ACCESSIBILITY**

The ADA requires bus operators to announce stops at all major intersections, transfer points and major destination points and to announce any stop requested by a passenger with a disability. If you need help, please tell the operator and explain what assistance is needed.

**Hailing Cards**

TCAT provides hailing cards with Route numbers to help passengers easily notify bus operators which bus they wish to board. Hailing cards are available to persons with disabilities, or anyone who might wish to use them, by contacting TCAT at: (607) 277-9388 x420 or jj2@tcatmail.com

**Service Animals**

Service animals are animals that have been trained to perform tasks that assist people with disabilities. Passengers with disabilities may ride with their trained service animal. The operator may ask if the animal is a service animal and what tasks the animal has been trained to perform.

The service animal must be under the control of the owner at all times. If the animal is not under the control of the owner or if the animal poses a direct threat to the health or safety of others, the operator may require the animal to leave the bus.

All TCAT buses are equipped with a wheelchair lift or ramp, which the driver will deploy upon request. If you are still unable to access the bus system, you may be eligible for ADA complementary paratransit.

**ADA Complementary Paratransit**

Complementary Paratransit is a specialized, door-to-door transport service for people who are not able to ride the fixed-route (TCAT) transit system because of a disability. This may be due to an inability to board, ride or disembark independently from any readily accessible vehicle on the regular fixed-route system; the inability to use a particular route or stop because it is not 100% accessible; or the inability to get to or from bus stops on the fixed route system. In order to use this service you must be ADA certified. TCAT contracts with Gadabout to provide these rides.

The goal of the paratransit program is to ensure that all Americans have access to transit to meet basic mobility needs.

The passage of the Americans with Disabilities Act (ADA) in 1990 recognized that people with disabilities have the same rights as other citizens to access services and facilities that are available to the public, including transportation. The U.S. Department of Transportation (DOT) is responsible for the enforcement of ADA’s transportation requirements.

**How to apply for ADA eligibility certification**

To become certified you must fill out an ADA eligibility application and submit it for review. Applicants who are determined eligible for ADA complementary paratransit service are assigned an eligibility category. The eligibility category is consistent with the applicant’s ability to use the regular fixed-route service. These categories are Unconditional, Conditional, Trip-by-Trip, Temporary, or not eligible.

You will be notified in writing of your eligibility determination. Your determination letter will cite any specific limitations (if any) on your eligibility. The review process usually takes 1-3 weeks from the day your application is received.

To obtain an application for ADA paratransit or for more information, please contact: Jenn Jennings, TCAT paratransit coordinator at 277-9388 ext. 420 • TTY: 277-9766 email: jj2@tcatmail.com

Mail or fax your completed application, Attn: Jenn Jennings to: TCAT, 737 Willow Ave, Ithaca, NY 14850 -or- fax your application to (607) 277-9551

An electronic version of the application can be obtained by sending an email request to jj2@tcatmail.com
**How to Ride**

Getting around on public transportation can seem like a confusing and challenging task, especially if you’ve never ridden transit before or are unfamiliar with the area. It doesn’t have to be that way! That’s why we created this ride guide. Whether you’re a first-time rider or a new resident to the Ithaca-Tompkins County area, these tips will help you navigate the TCAT system and make your journey from here to there quick, safe, and comfortable!

**Step #1: Plan your trip**

The first step to taking the bus is finding out which bus route # you need, where to catch it, and when to catch it. You’ll also need to know whether your trip involves any transfers.

The easiest way to plan your trip is to use the online tools and apps. Online, visit the MyStop Bus Tracker website at: https://realtimetcatbus.availtec.com/InfoPoint/ Click on the tabs on left of screen to get info for routes, stops, or to set alerts.

On your mobile device or tablet, get the MyStop app by Avail from the itunes App Store or Google Play.

You can plan trips by reading printed schedules. Schedules can be viewed electronically from “All Routes” page. You can also pick up printed schedules by route number at many locations throughout the county, including to the TCAT business office, Green Street Station, Seneca@Tioga bus shelter, on most TCAT buses, at various locations on the Cornell, Ithaca College, and TC3 campuses, and the Shops at Ithaca Mall.

**Where’s my bus?**

Find your stop, get alerts, and locate your bus in real-time with the TCAT Bus Tracker!

Visit our website at [www.tcatbus.com](http://www.tcatbus.com) to get information, tools, and apps to help you plan your trip and find out where your bus is in real-time. Trip planning is now available on Google Transit!

**Mobile:** Get the Moovit, transit, Ithaca Transit–Live, myStop, or Google app from the itunes App Store or Google Play.

**Text:** If you already know your stop number, get the next departure times by texting TC + the stop number (ex: TC8888) to 321-123

**Computer:** Visit the Tcat Bus Tracker Website at: realtimetcatbus.availtec.com

The TCAT Bus Tracker Website allows you to:

- Search for a stop name or number
- Get next 3 departures per stop
- View real-time vehicle locations
- Subscribe to receive one-time or daily alerts for vehicle departures from a specific stop
- View or register to receive alerts and public service messages
- Overlay multiple routes on the map screen
Step #2: Read the schedule
(see diagram on opposite page)

1. The route information box will quickly give you important information about the schedule you are looking at including route number, general span of service, days of operation, and academic year only service. See pg. 20 for detailed info.

2. First, look for this heading to make sure you’re using the right schedule for the right day. Some routes operate on weekdays only, some operate on weekends only, and yet others may operate six or seven days per week. Furthermore, bus schedules may be completely different on a Saturday or Sunday than a weekday. Make sure you’re looking at the schedule for the day you wish to travel.

3. Look at the letters and their corresponding names in each column going across the schedule. These are called timepoints. Timepoints are major stops along the bus route and schedules show what times buses stop at these timepoints. Remember, buses will pick-up or discharge passengers at all stops along the route, not just the timepoints shown on the schedule. Each line in the schedule stands for one bus trip; read across the row to see what time that bus makes its stops. Buses always travel from “left to right” across the schedule. You can also pick a timepoint and read down the column to see all the times that buses pass by that stop throughout the day.

4. Determine which direction you’re traveling. TCAT bus routes travel in two directions, shown on the schedule as inbound or outbound. Exceptions to this are routes that travel in a loop, such as Route 10 – Cornell / Commons Shuttle. Inbound buses generally travel toward Downtown Ithaca / Commons, while outbound buses generally travel from Downtown Ithaca / Commons to outlying neighborhoods or locations outside the city. Suppose you live near the intersection of Chestnut St. @ Sunrise on West Hill and are trying to get to the Professional Building for an appointment. You would want to look at the outbound schedule for this trip.

5. Next, you’ll need to look for two particular timepoints: the one where you’re getting on and the one where you’re getting off. If the bus stop you’re getting on at is located between two timepoints, use the earlier timepoint. If the bus stop you’re getting off at is located between two timepoints, use the later timepoint. Using the example from step 4, the bus stop at Chestnut St. @ Sunrise is not a timepoint on the schedule, but is located between Ithaca Bus Station (timepoint C) and Elm @ West Village (timepoint D). Because this is your starting point, you’ll want to look at the earlier timepoint, Ithaca Bus Station (timepoint C). The stop you want to get off at, Professional Building, is a timepoint on the schedule.

6. Look at the column under your destination timepoint. Find an arrival time that will get you to your stop by the time you need to be there. Don’t forget to leave time to get from the bus stop to your destination! In our example, suppose your appointment is at 2:30 pm. The star on the schedule indicates that the bus will stop at the professional building on its way into the hospital, even though a specific time is not given so you will need to look at the next timepoint. You will want to take the bus that arrives at Cayuga Medical Center (timepoint G) at 2:22 pm, leaving you at least 8 minutes to spare.

7. Once you have found your arrival time, move your finger to the left until you reach the column under your origin timepoint. Make sure you stay in the same row! The time shown here is your departure time. In our example, you would start at the arrival time at Cayuga Medical Center (2:22 pm) and move to the left until you are in the column headed by Ithaca Bus Station. 2:08 pm would be your departure time.

In addition to using the trip planner or printed schedules, you can also call TCAT’s rideline at (607) 277-RIDE or (607) 277-7433 during regular business hours (8:00 AM to 5:00 PM) Monday – Friday for help with routes and schedules.

LEGEND

Timepoint: This is the time that the bus is scheduled to arrive at or leave a stop. If the bus reaches a timepoint early, it must wait at the stop until the scheduled time. Although the bus will stop at any designated stop it passes, the timepoints are limited to keep the bus moving.

Designated Stop: Bus will only stop at stops indicated on schedule and will not stop at designated bus stops in between. Some routes are always express (routes 10, 81 & 82) while others are only express in certain zones (routes 20 & 21).

Select Service Only: Bus does not always serve this portion of the route or stop. It may only serve the area on certain days of the week or at certain times of day. Please look at individual schedule.

Drop off only: Bus may not pass by the stop at this time interval unless a passenger on the bus requests it. Passengers wanting to exit bus will need to ask the driver to stop.

No service: A dash indicates that the bus does not serve the stop at this time interval. In some cases the bus may serve the stop in one direction only but if there is a dash for the inbound time, you may be able to catch the bus on its way outbound and ride it back in (like Overlook and Linderman Creek in the example on the opposite page).
Anatomy of a Schedule

Monday - Friday
Please read schedules from left to right.

Legend:
- Indicates PM times.
- Service to the Professional Building

Please see schedule.
Step #3: Go to the bus stop
Make sure you arrive at your stop about 5 minutes before your scheduled departure time. If you need help finding the location of your stop, you can go to our “All Stops” page on our website and click on your stop to get a detailed description of the location or view the location on a map. TCAT stops, such as the one shown in the photo below, are marked by a bus stop sign with the TCAT logo. Some stops feature other amenities such as benches or shelters.

- Routes 10, 11, 13, 14, 15, 17, 30, 31, 32, 51, 70, 72, 81, 82, 83, 90, 92, and 93 stop only at specific stops. See individual schedules for details.
- All routes will stop only at designated stops around the Commons loop, in Collegetown, in the Lower Collegetown/East Hill neighborhood, and on Cornell and Ithaca College campuses.
- Elsewhere in urban and suburban areas, you may use a designated stop or request a stop at any intersection as long as it is a safe location where an approaching bus driver can see you and pull over (not on a blind curve, over the crest of a hill, or in a no-stopping zone).
- On rural commuter routes in rural areas only, you may use a designated stop or request a stop at any safe location.

If you are waiting at a flag-stop location in a rural area, it is especially difficult for drivers to see you when it is dark; if possible, please use a flashlight or other illuminating device to signal the driver as the bus approaches. Don’t panic if your bus does not arrive exactly on time. While we make every effort to keep buses running on schedule, it is possible that events beyond our control, such as traffic, weather, and unusually large passenger volumes, can delay things just a bit, especially during rush hours and in between classes on campus. Buses rarely run more than 5 minutes late; please be patient! While you’re waiting for the bus, please be respectful of other waiting passengers and refrain from smoking inside or at the entrance to bus shelters.

NOTE: Occasionally, we must detour a route due to a closed road or construction. When this happens, we will post a notice on the home page of our website (look for the yellow box on the right). This page will let you know whether any detours are planned that will bypass your stop, and if so, where to catch the bus instead. You can also listen to the TCAT Transit Report weekdays (see pg. 18 for details) Detour notices are also printed in local papers and posted at affected bus stops.

Step #4: Board and pay your fare
As the bus approaches, stand next to the bus stop sign to let the driver know you’d like to board by waving your arm and making eye contact with the driver. Check the bus’s route number and destination sign to make sure you’re getting on the right bus! Remember, at many locations, multiple bus routes serve the same stop. If you’re unsure whether you’re getting on the right bus, ask the driver. Please have your bus fare ready.

TCAT buses have bike racks on the front of the vehicle that can accommodate up to two bicycles. If you are bringing your bike with you, load it on the rack before boarding the bus. (see pgs. 16-17 for more information)

When the bus driver opens the door, wait for any passengers getting off the bus to exit through the front door before you board. If you are using a wheelchair, the driver will assist you in boarding the bus, securing your chair for the ride, and exiting the bus.

You must pay your fare or show your pass or transfer slip to the driver upon entering the bus. More detailed information on fare amounts and types of passes available can be found on pages 5-7. If you are paying a cash fare, deposit the coins and/or bills into the farebox. Please have the exact amount ready; drivers are unable to make change! If you are transferring from another bus and have a paper transfer, give the transfer to the driver. If you are using a pass, insert the pass into the slot of the card reader. If you’re a member of the Cornell community using your ID as a fare or if you have a prox chip fob, you can hold your card or fob near the proximity reader.

If you are paying cash and need to transfer to another bus to complete your trip, ask for a transfer from the driver when you pay. If you are using an unlimited day pass or ID to pay your fare, you do NOT need to ask for a transfer. Simply use your pass or ID again when you board the next bus.

Step #5: Find a seat
In general, you may sit anywhere you like. Please note that seats at the front of the bus are priority seating for seniors or persons with limited mobility. Anyone may use these seats, but
priority seating for seniors and people with limited mobility

if the bus becomes crowded and you are standing in the aisle, you must move as far to the back of the bus as practical to allow other people to board the bus as well. You must never block or stand in doorways.

while the bus is in motion, you must stand behind the yellow line on the floor at the front of the bus.

strollers may be brought on the bus if they are folded up and kept out of the aisle. luggage and other small items such as shopping bags may also be brought on board, as long as they are kept out of the aisle and do not block people’s movement through the bus. Pets may NOT be brought on board unless they are completely secured within a carrying case. Service animals are the exception to this rule and are always welcome. Eating, drinking, and smoking are not permitted on TCAT buses. If you listen to music, you must use earphones. If you use a cell phone, please be courteous to other passengers and refrain from loud or extended conversations.

Step #6: Get off at your stop

Major stops are announced audibly on TCAT buses. If for some reason they are not, or if you are unsure of where to get off the bus to reach your destination, ask your driver to help you. About 1 to 2 blocks before your stop, pull the stop request cord like the one shown in the photo, located along the windows the entire length of the bus. Some buses have strip that you press instead of a cord.

be ready to exit the bus as soon as the driver stops. Make sure you have all your personal belongings with you! If the bus is crowded or if there are several people waiting to board at the stop, please exit the bus through the rear doors. This will help speed up everyone’s ride. If you need to cross the street after exiting the bus, please cross behind the bus for your own safety. Never cross the street in front of the bus. The driver may not be able to see you. Also, please be aware of other pedestrians, cyclists, and other vehicles as you exit.

Lost & Found

Did you leave something on the bus?
People leave personal property on TCAT buses everyday. We love to reunite people with their lost items. If you’ve left something on one of our buses we want to help you.

If you have lost something valuable that you urgently need, such as a wallet, purse, or keys please call us at (607) 277-7433 right away! It may be possible for you to arrange to meet that bus in the opposite direction to retrieve your items. We will need to know the bus route, bus number (if possible) and what time you rode the bus. We also need a thorough description of your lost property.

Valuables: Lost and Found items such as wallets, purses, phones, laptops, credit cards, jewelry, bicycles, electronic items, and other valuable items can be reclaimed at the TCAT main office: 737 Willow Avenue (opposite the city golf course), Ithaca, NY 14850. Our office is open from 8 am to 5 pm, Monday to Friday.
Contact: (607) 277-7433 • tcat@tcatmail.com

Non-Valuables: General Lost and Found items, such as keys; water bottles; lunch bags and food items; umbrellas; hats, coats, gloves, scarves, and clothing items; books; shopping bags; gym bags; loose ID cards; and other non-valuable items, can now be retrieved at Green Street Station: 131 E. Green Street (behind the TCPLibrary), Ithaca NY, 14850. Green Street Station is open Monday – Friday from 6:30am to 7:30pm, and Saturday 10am – 6pm.
Contact: (607) 280-2650 • tcat@tcatmail.com

Most lost items arrive at the L&F on the following day. On occasion items do get turned in on the same day they were lost. TCAT is not responsible for lost or stolen items. Unclaimed items will be disposed of after 30 days unless you make arrangements with us.
In 1996, TCAT became the first New York State bus system to add bike racks to its transit fleet. All TCAT buses have front-mounted bike racks, helping cyclists conquer the hills and weather of Tompkins County. In 2011, Tompkins County cyclists loaded their bicycles onto our buses more than 33,000 times!

How do I put my bike on the bus?
1. As the bus approaches have your bike ready to load (kickstand up, accessories removed) and approach the bus from the curb side (not the middle of the road).
2. Tell the bus driver that you are loading a bike.
3. Squeeze handle and pull down to release folded bike rack.
4. Lift the bike onto the rack, putting the front and rear wheels in the marked slots.
5. Raise the support arm around your front tire, making sure it is cradling the top of the tire and not the fender or frame.

How do I unload my bike?
6. Before you disembark, remind the driver that you need to unload your bike.
7. Move the support arm down and lift out your bike.
8. Fold up the rack if there are no other bikes.
Does it cost anything extra to use a rack?
Nope! Use of our bike racks is free (of course, you still have to pay your regular fare).

Can I leave my saddle bags, milk crate, helmet, water bottle, and/or other accessories on the bike?
We ask that you remove anything that might fall off your bike, obstruct the driver’s vision, and/or interfere with another bicyclist’s ability to use the rack. This includes pumps, water bottles, helmets, milk crates, oversize panniers, and child safety seats.

I’m nervous that I’m going to embarrass myself the first time I try to use the bike rack. Help!
It’s ok! We promise that using the racks is easier than you think. Look at the photos in this guide, but don’t worry about memorizing the steps. The simple, two-step instructions are printed right on the rack to remind you. If you’d like to schedule a time to come down to the garage to practice using the bike rack, give us a call. We promise you’ll see how simple it is after the first time you use the rack.

Someone loaded their bike into the slot farthest from the bus! Can I still load my bike?
Yes, you can load and unload a bike into the slot nearest the bus without unloading the bike in front. Because this might be more difficult for some cyclists, please always load your bike into the slot closest to the bus and leave the outer slot ready for the next bicyclist.

Can I bring my bike inside the bus?
It depends—your bicycle must be able to be folded and stowed between the seats in such a manner as not to block the aisles or become a projectile if the bus were to stop suddenly. Also, protruding parts (pedals, handlebars, etc.) must not pose a safety threat to passengers. It is up to the bus driver to determine whether such items are stowed adequately. Call us if you’re unsure about your folding bike, and we can check it out.

Has TCAT considered racks that hold more than two bikes?
Racks that accommodate three bicycles extend farther from the bus, interfering with the headlights. Our buses will not pass the stringent New York State vehicle inspections with these higher-capacity racks. TCAT is waiting on a better design that will still allow our vehicles to pass inspection—if you know of good designs, let us know.

Can I reserve a spot on the rack for my bicycle?
TCAT’s bike racks are provided on a first-come, first-served basis.

If the rack is full and I can’t reserve a spot, what do I do with my bike?
You will need to leave your bicycle at the bus stop. TCAT works with municipalities to provide bike racks at popular stops. If you think your stop needs a rack, let us know!

I need help loading my bicycle. Can the bus driver help me?
For safety reasons, TCAT bus operators cannot get off the bus to help you. To use the rack without assistance, you must be capable of lifting your bicycle 2-3 feet off the ground and maneuvering it into the rack’s slot.

Can my child use the bike rack?
Children ages 10 and younger must be accompanied by an adult to load and unload bikes. Thanks for your understanding.

TCAT would like to remind bicyclists of the importance of safe biking. Always wear a properly-fitted helmet. Always use front and rear lights at night and during dawn and dusk hours, and consider wearing other reflective gear to improve your visibility. Always make predictable movements, use conventional hand signals to indicate your turns, and avoid weaving in-and-out between parked cars. Maintain your bicycle and bicycle equipment on a regular basis. Happy cycling!
Q. Why doesn’t TCAT use Google Transit and make apps available?
A. At present, TCAT is working to assess its information technology and data management needs in several areas. When the study is complete, TCAT plans to implement a system that can export service data in GTFS format for Google Transit. This would enable smartphone apps and other third-party technologies to easily convey transit data, including real-time information to alert passengers about such things as weather-related or sudden traffic delays.

Q. I tried to catch the bus as it was pulling away from the curb, but the operator wouldn’t stop for me. Why?
A. As soon as the bus is in motion, TCAT bus operators are prohibited from stopping for safety reasons. The bus operator’s attention is focused on merging into traffic and any distraction could pose a safety hazard.

Q. Why do I see empty buses? Looks like a waste of money to me.
A. That empty bus you saw was likely on its way to becoming filled with passengers as the route progressed. In some cases, that empty bus is returning to the garage after a full and busy day in service. Most passengers do not ride the entire route, so buses tend to be fuller in the middle of the route and emptier at each end.

Q. Why doesn’t TCAT use smaller buses? Wouldn’t they be cheaper?
A. Smaller buses can only be used on certain routes that have lower ridership. They are not cheaper to operate as the cost of labor, maintenance is the same. Fuel efficiency is slightly better, but the difference is negligible. The Federal Transit Administration doesn’t allow TCAT to have two separate sized fleets, so we size ours to meet rush hour demand.

Q. I lost something on the bus. How do I get it back?
A. Though TCAT is not responsible for lost or stolen items found on its buses or at its shelters, bus operators and staff work hard to make sure items are returned to their rightful owners. Buses are cleaned every night and articles left on the buses are put in safe keeping. Passengers can also email TCAT staff at tcat@tcatmail.com, or stop by TCAT’s offices, 737 Willow Ave., Ithaca, NY, 14850.

Q. Why do I have to stuff my belonging under the seat away from aisles and fold my baby stroller and/or grocery cart?
A. If a bus operator has to stop quickly, your item can turn into a projectile and injure someone. Also, the aisles need to be cleared so passengers can walk safely without the risk of tripping.

Q. Can I bring pets on the bus?
A. Animals are allowed on the bus in an enclosed pet carrier. Service animals are allowed if they have a harness or leash and under complete control of the owner. Dogs that serve as comfort or therapy dogs would not be accepted on the bus unless in an enclosed animal carrier.
Q. Why shouldn’t I cross in front of a stopped bus after I get off?
A. For safety reasons. If you wait until the bus departs the stop before crossing you will be able to see traffic in both directions and motorists will be able to see you.

Q. On your new buses, windows are locked. Why and what should I do if the air conditioning system breaks down?
A. This feature is now an industry standard. This so called “fixed” design will not enable passengers to open windows. Fixed windows mitigate costly repairs to the stream-lined heating ventilation air conditioning (HVAC) systems in TCAT’s newer buses. If a window was opened on a warm day, it could overwhelm the HVAC system and pose discomfort for everyone on the bus. Any HVAC issues are considered an “out-of-service” position, therefore, the bus would be pulled from service and we would not subject our riders to excessive heat or cold. In the event one of our new buses had a roadside failure; all are equipped with several emergency windows that will open, allowing ventilation.

Q. I don’t have bus service in my neighborhood. How does TCAT determine where to operate its routes?
A. TCAT creates its routes based on travel patterns and magnitude of demand. In January 2010, TCAT implemented a new route system based on two years of expert consultation, field work and public outreach that netted 600 suggestions. With limited resources, TCAT strives to offer service that provides the most coverage to the majority of the community. TCAT is always willing to consider requests for service.

Q. When does TCAT make service changes?
A. TCAT makes service changes and puts out new schedules 3 times per year. Winter service runs from mid-January until late May, summer service runs from late-May until late-August, and fall service runs from late-August until mid-January.

Q. I went out on Sunday night and needed to catch a bus home at 1:00 AM on Monday morning. According to the trip planner, the route 90 should have been running but it never showed up. Was the trip planner incorrect?
A. Transit schedules often show a schedule for a “Service Day” rather than a calendar day. By “service day,” we mean that TCAT’s transit system starts up around 4:00 AM in the morning, continues throughout the day, and has its final trips around 2:30 AM the following day. This would mean that a Monday schedule actually encompasses the time period from 4:00 AM Monday morning until 2:30 AM Tuesday morning. Although trips that occur after midnight are technically on the next calendar day, they are still considered part of the previous day’s service schedule, especially since one individual bus trip might start at 11:30 PM Monday and finish at 12:30 AM Tuesday, having spanned the date change.

This may be where the confusion sets in. When you see on the schedule that there is a Route 90 leaving the Commons at 1:00 AM on “Mondays” (and every weekday), this means that the bus actually serves the stop at 1:00 AM, on the calendar days Tues-Sat. As there is no Route 90 service on the Sunday schedule, this means that there is also no service in the early morning hours of Monday.

It is difficult to display this information in a consistent fashion so that it is easily comprehensible to passengers. Eventually we hope to change over to Google transit which is equipped to handle and display this information.

Q. Why were the lightbulbs in the TCAT buses changed from fluorescent to pink?
A. The change in lighting was due to reduce glare on the bus windshields. While operating rural routes during nighttime hours, our operators were experiencing difficulties from the interior lights reflecting on the windshields, thus reducing visibility. Through a trial and error process, we determined that pink was the color that worked best. They are still the same fluorescent bulbs, only the plastic covers have been changed.

Q. I am interested in advertising on the outside of your buses. How much does it cost?
A. Advertising on TCAT offers great visibility for your organization. All of the advertising on our buses is handled by Cayuga Transit Ads. Visit coolbusads.com or call (607) 257-6400 for more information.

Q. How can I get more involved with TCAT?
A. The Riders’ Advisory and Accessibility Committee is comprised of riders and members of the TCAT team and meets once a month to discuss current issues, future projects, and how TCAT can improve service for older riders and riders with disabilities. If you are interested in joining, please contact Patty Poist at 277-9388 x 560 or by email at pp1@tcatmail.com
**One-Seat Ride**

Look for one-seat rides denoted by the ➡️ sign

One seat rides give you the convenience of two bus routes without the hassle of transferring from one bus to another. We change the route sign and you just stay on the bus, no thinking or changing seats required! That means more time for you to read, text, work, or relax without interruption.

**Monday – Friday:**
- 11 ➡️ 14 or 51
- 11 ➡️ 32 (or 72) ➡️ 15
- Ithaca College ➡️ Cornell West & North Campus ➡️ Community Corners ➡️ The Shops at Ithaca Mall

**Saturday & Sunday:**
- 11 ➡️ 70
- Ithaca College ➡️ Cornell West & North Campus ➡️ Community Corners ➡️ The Shops at Ithaca Mall

**Everyday:**
- 32 (or 72) ➡️ 15
- Airport ➡️ Uptown Rd. ➡️ Community Corners ➡️ Cornell North Campus ➡️ Cornell Central Campus (32) or Cornell West Campus (72) ➡️ Collegetown ➡️ Ithaca Commons ➡️ Tops ➡️ Bed Bath & Beyond ➡️ Walmart

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**Popular Destinations**

*Here is a quick reference guide to popular destinations and the TCAT routes that will get you there this Summer.*

<table>
<thead>
<tr>
<th>Medical</th>
<th>Outdoors</th>
<th>Science &amp; Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient Care</td>
<td>Buttermilk Falls</td>
<td>Cayuga Nature Center</td>
</tr>
<tr>
<td>Cayuga Medical Associates</td>
<td>Cornell Plantations</td>
<td>History Center / Downtown</td>
</tr>
<tr>
<td>Guthrie Clinic</td>
<td>Cayuga Mall</td>
<td>many routes see system map</td>
</tr>
<tr>
<td>Hospital - Cayuga Medical Center</td>
<td>Home Depot</td>
<td>Lab or Ornithology</td>
</tr>
<tr>
<td>Professional Building</td>
<td>Kohl’s</td>
<td>Museum of the Earth</td>
</tr>
<tr>
<td>Tompkins County Health Department</td>
<td>Taughannock Falls</td>
<td>Tompkins County Health</td>
</tr>
</tbody>
</table>

**Shopping**

- Aldi                          13
- Barnes & Noble                14S, 15
- Bed Bath and Beyond           14S, 15
- Cayuga Mall                   30, 70, 77
- Home Depot                    67
- Kohl’s                        67
- Lowe’s                        14S, 15
- Salvation Army                67
- Shops at Ithaca Mall          13, 30, 70, 77
- Target                       13, 30, 70, 77
- The Commons / Downtown        many routes see system map

**Other Destinations**

- Cass Park and Pool            22
- Collegetown                  DETOUR: see page 72
- Cornell University            DETOUR: see system map
- Community School of Music and Art / Downtown many routes see system map
- Cooperative Extension         13, 17
- DMV                          13
- East Hill Plaza              51, 82, 92
- Island Health & Fitness     21 (1/4 mile walk)
- Ithaca Beer Company          67
- Johnson Museum               10, 30, 32, 70, 90
- Post Office / Downtown area  many routes see system map
- Post Office: Warren Road     37, 32 (1/4 mile walk)
- Six Mile Creek Vineyard     52
- SPCA                        41(DAR)
- YMCA                        13, 30, 70, 77

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**TCAT  | May 26, 2019 through August 24, 2019**

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**Route Info Box**

Legend:
- Day Service: Route ends service around 5pm-7pm
- Evening Service: Route ends service around 7pm-9pm
- Night Service: Route ends service after 10pm
- Academic Year Service: No summer service

Grey icons indicate exceptions for example:
- Night service on Friday only
- Sat & Sun service during academic year only.

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**Tompkins County Public Library / Downtown**

- Many routes see system map

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**Tompkins Regional Airport**

- 32, 72

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**West Campus (72) – Collegetown – Ithaca Commons – Winston Court – Convenient Care (Brentwood / Arrowood Rd.) – Community Corners – Cornell Tower Rd. – Ithaca Commons ➡️ Fall Creek ➡️ TCAT Offices – IHS ➡️ Stewart Park ➡️ The Shops at Ithaca Mall

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**Tompkins County Health**

- Many routes see system map

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**Tompkins County Health Department**

- 32, 72
Way2Go
Take Charge of Your Transportation
at Way2GoInfo.org

email us at
staff@way2goinfo.org

There is Now Weekday Bus Service between Schuyler County and Tompkins County via the Tompkins Connection (Route 6), operated by Schuyler County Transit.

--- Easy Connections with TCAT Routes 20 & 14 ---

TCAT Route 20: Runs from Enfield Park & Ride to the Downtown Ithaca hub with continuing service to Cornell University.

TCAT Route 14: Travels from Cayuga Medical Center to West Hill and the Downtown Ithaca hub.


Have questions about this new route?
The Link-Line is available
Monday - Friday
9:30am - 2:30pm
Call 607-535-3555

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- Tips on carpooling and sharing rides.
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Save Money, Stress Less, Go Green.
Ithaca Carshare is a membership based program that gives members (18+) self-serve access to a network of vehicles by reservation. A convenient and affordable alternative to vehicle ownership, Ithaca Carshare members generally spend less overall on their transportation costs than vehicle owners, while still maintaining convenient access to a vehicle when needed. Members pay by the hour and the mile to use the vehicles. Gas and insurance are included in their rates. In addition to their Just in Case and It’s My Car membership plans, Ithaca Carshare offers a subsidized Easy Access plan to income eligible members, increasing access to reliable transportation for those with low incomes.

As a non profit organization, Ithaca Carshare operates under the mission of enhancing access to transportation while lowering its negative environmental and economic impacts. Their fleet includes a minivan and pick-up truck as well as many fuel efficient hatchbacks. Cars are located near TCAT bus stops all around Ithaca. For more information or to sign up, see www.ithacacarshare.org or call (607)-319-3888.

Vehicle Locations
Green St. & Commons • W. State St. & Corn St. • Seneca & Cayuga Streets • N. Cayuga & Lewis Streets • First Street and Hancock St. • N. Cayuga & Farm Streets • Lake Ave. at Cascadilla St. • Aurora & Yates Streets • Albany at GIAC • S. Geneva St. at McGraw House • N. Titus & Plain Streets • E. State St. & Quarry St. • Dunmore and E. State/MLK Jr. St. • Court St. & Linn St. • Eddy St. and Buffalo St. • Drdryen Rd. & Elwood Ave. • Buffalo St. & Stewart Ave. • College Ave. & Catherine St. • Dryden Rd. at Sheldon Court • Maple Ave. at Maplewood • Cornell – Hasbrouck • Cornell – RPCC • Cornell - Sage Hall • Cornell – Central Campus • Cornell – West Campus

Backup Ride Home
The Backup Ride Home program provides peace of mind for commuters who travel to work without a personal vehicle. Anyone who commutes into the Urbanized Ithaca Area is eligible to enroll in Backup Ride Home. On days when you commute by bus, bike, carpool or walking, and something unexpectedly happens in the middle of a work day that makes your original travel plan unfeasible, you can call to request a Backup Ride Home. Ithaca Carshare on-call staff will facilitate alternate transportation home for you, and the cost of your trip will be covered by the Backup Ride Home Program. You must be enrolled in the program BEFORE calling to request a Backup Ride Home.

Program details and enrollment are online at www.ithacacarshare.org/backup-ride-home.

The Backup Ride Home phone number is (607) 319-3888.