



Frequently Asked Questions

How do I pay the fare?

As a first-year student, you are able to ride all TCAT routes for free, 24/7. To do so, simply swipe your ID card as indicated on our fareboxes.

I lost something on the bus, how can I get it back?

You can email us at tcat@tcatmail.com or give us a call at 607-277-7433. We ask that you provide a thorough description of your lost item, as well as the route, time, and vehicle number (if possible). Pickup usually will be arranged from our office (737 Willow Avenue, Ithaca, NY 14850) from 8:00 AM-12:00 PM, 1:00 PM-5:00 PM. If you need your item urgently, give us a call and you may be able to retrieve your item from a bus driver on route.

I was standing at my stop and the bus passed me. Why didn't the bus stop?

Unfortunately, during the morning and evening rush periods, high numbers of passengers mean our buses can fill up fast. Once a bus becomes full, our operators are not allowed to pick up any additional passengers until space becomes available.

How come my bus didn't come?

Due to a nationwide transit worker shortage, TCAT is currently experiencing a shortage of drivers. We have adjusted our schedules to match current staffing levels, but occasionally, trips may be missed. We will do our best to minimize such disruptions as much as possible, and will communicate missed trips through our website and real-time applications.

How do I tell the driver where I want to get off?

As you are approaching your bus stop, pull the yellow cord or push the yellow strip (depending on the bus) by the windows.

Can I bring my bike on the bus?

You are welcome to travel the TCAT system with your bike! Bikes should be loaded onto the bike rack, which is located on the front of all of our buses. Each rack has the ability to carry 2 or 3 bikes.

I want to go to...

Shops at Ithaca Mall (Target, Tops, Best Buy, etc.)

Ride the route 30 northbound.

Southside Shopping (Wegmans, Trader Joes, Walmart, etc.)

Weekdays: Ride the route 32 southbound and stay on the bus, as it becomes the route 15 downtown. To return to Cornell, board the route 15 and stay on the bus, as it becomes the route 32 downtown.

Weekends: Use the route 90 in place of the route 32

Collegetown

Ride the route 30 southbound.

The Commons

All on-campus routes except the 31 and 80-series routes head to downtown Ithaca.

Additional Resources

General Cornell Ride Guide

We also provide a handy ride guide tailored to the entirety of Cornell's Campus. It is available for download on our website on the Help for College Students page (Fares/Rider Info > Learn > Help for College Students).

TCAT to Trails

Use TCAT to access nature! On the TCAT to Trails page on our website (Fares/Rider Info > Additional Resources), you can download a copy of the brochure, as well as peruse through a list of Tompkins County's many parks and trails.

Cornell Transportation/Omniride

24/7 free ride privileges (OmniRide) are only extended to first-year students, after which the buses are only free after 6:00 PM on weekdays, and all day on weekends. If you wish to hold an OmniRide pass past your first year, please visit our Help for College Students page.

Travel Times

These estimates only count weekday travel time from the departure bus stop and walking time to the destination and assumes normal traffic levels. It is recommended that you leave up to 6-7 minutes before the bus arrives to allow for the walk to the stop (up to 5 minutes), with a safety buffer of waiting 1-2 minutes at the stop. Due to the unpredictable nature of campus traffic and heavy pedestrian volumes during common class-changeover times particularly in the morning hours, we cannot guarantee that these travel times will always be 100% accurate, especially for those heading south past Goldwin Smith Hall (Stop #1524).

	RPCC (Stop #1344)	Appel (Stop #1330)	Risley (Stop #1326)	Jessup/Triphammer (Stop # 1356)
Arts Quad (Stop #1524)	5-8 mins (Route 30)	2-5 mins (Route 81)	1-3 mins (All routes)	4-7 mins (Route 30)
Agriculture Quad (Stop #1524/1543)	13-16 mins (1524 - Route 30)	8-10 mins (1543 - Route 81)	7-9 mins (1543 - Route 81)	12-15 mins (1524 - Route 30)
Engineering Quad (Stop #1534)	6-9 mins (Route 30)	7-11 mins (Route 81)	3-8 mins (Route 30)	5-8 mins (Route 30)
Uris Hall (Stop #1524/1541)	8-9 mins (1524 - Route 30)	3-5 mins (1541 - Route 81)	3-5 mins (1541 - Route 81)	7-8 mins (1524 - Route 30)

Riding Courtesies + Tips

1. TCAT has three service periods each year in which we modify our schedules. We are currently in our Fall service period (August 21, 2022 – January 21, 2023). The Spring service period generally runs from late January-late May, and the summer period from late May-late August.
2. Need to know how to get somewhere on TCAT? We recommend using the trip planning tool on the Transit App (available for Android and iPhone) or on Google Maps (website or mobile application).
3. Real-time arrival information is available to allow you to keep track of your bus as it approaches your stop. You can access this information online at Google Maps and our Swiftly bus-tracking website, or on your phone using the Transit App, and Google Maps applications. You can also get upcoming departure times from your stop by texting TC + your stop number (Ex. TC8888) to 321-123.
4. If you need to cross the street after getting off the bus, please do so mindfully. Cars passing TCAT buses are often obstructed by the tall height of our vehicles, and our drivers have noticed many near misses between students and passing cars. Keep your phone down and your vigilance up.
5. Our buses often fill up in the morning and evening rush periods. In order to fit as many people on each bus as possible, we ask that you please move to the back of the bus and to hold your backpack (if applicable) by your feet.
6. Even when the aforementioned measures are taken, buses may still run out of room. If your mobility is not limited and if your commute to class is short and over relatively flat ground, we ask that you please walk to leave space for students and others that may be traveling longer distances.
7. Pre-planned and emergency detours sometimes occur due to construction or other disruptions. We will do our best to communicate route and stop changes at the bus stops, but we encourage you to check our website (tcatbus.com) and real-time information services (Transit App) for such info.
8. This guide contains schedules and maps for the routes relevant to North Campus riders, but we encourage you to explore the rest of Tompkins County by bus! On our website, you can find our schedule book which has information for all of our routes as well as the system map.

Weekend + Night Service

During weekends and during evening hours, TCAT provides different route options on north campus. On weekends, the routes 31, 81, and 83 do not operate and the 30 runs via West Campus stopping outside Sibley Hall and along West Avenue. Evening-night service is provided 7 days a week by two different routes, the 90 and 92. Schedules and maps are available on our website, www.tcatbus.com

- 90

Connects North Campus with Central Campus (Feeney Way), Collegetown, and downtown 7 days a week at night and after 11:45 AM on weekends
- 92

Connects North Campus with West Campus, Collegetown, and Central Campus (Tower Road) all day on weekends and 7 days a week at night

Get in Touch

By Phone: 607-277-7433 (Mon-Fri 8a-12p, 1p-5p)

By Email: tcat@tcatmail.com

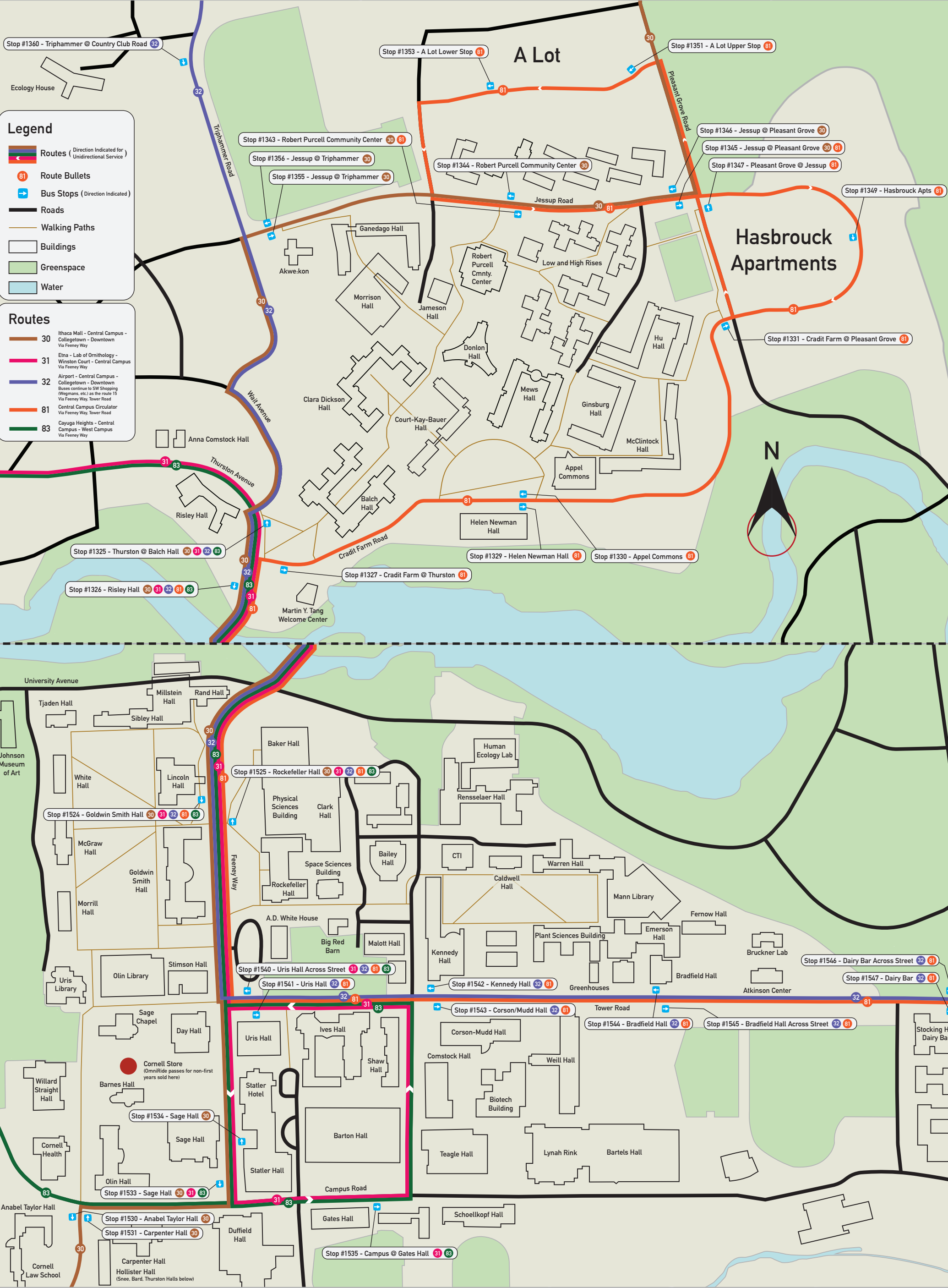
By Snail Mail: 737 Willow Avenue, Ithaca, NY 14850

Everything TCAT

[tcatmovesyou](#)

TCATrides





Your Commuting Notes: